



## Aperto Gold Service Program

The Aperto® Gold Service program is the ideal choice for the client who needs the most advanced levels of service and assistance from Aperto. The service program includes advance hardware replacement, telephone support, software maintenance and documentation updates, and is designed to provide flexibility for the client who maintains their high performance network.

The engineers in our customer support center are knowledgeable about the PacketWave® system, as well as other networking technology needs the client may require. Our technical support engineers provide technical support 24 x 7 - they have access to our incident tracking database, and a clear understanding of the escalation process with the use of the problem replication lab. When required, hardware replacement is provided in advance of the defective product being returned to Aperto.

The Aperto Gold Service program has been designed to augment the resources of the client's operations staff; it provides them with access to a wealth of expertise, both online and via telephone for essential technical information. As a result, the client has access to the latest version of all major, minor and maintenance releases of Aperto software. In addition, this service program enables you to proactively search the Aperto knowledge base via Web access, which provides the client with up-to-date information on Aperto solutions, and assists in the management of the clients network.

The Aperto Gold Service program is advantageous not only for support, but for business management as well. By providing support services for one annual fee, the program takes the guesswork out of network maintenance planning and budgeting. Included in the Aperto Gold Service program are the following services:

- Offer unlimited (24 x 7) telephone support incidents
- Provide advance hardware replacement services on hardware
- Software maintenance and documentation updates
- Offer single annual payment
- Provide the Aperto Gold assurance of quality

### Supporting Documents

For more detailed information regarding remote technical support and software maintenance updates please refer to the following documents:

- Advance Hardware Replacement Service
- Remote Technical Support Service (phone and email)
- Software Maintenance Service