

# Support and Maintenance

## Intelligent Site Management

Service providers face considerable pressure to grow existing networks while minimizing operational costs. New technologies require capacity and bandwidth at cell sites to increase. At the same time, technicians must manage more locations while improving cell site availability and decreasing maintenance expenses.

Keep your network healthy and productive with Westell support and maintenance. A Westell support plan provides hardware and software support and services with essential protection to help minimize downtime of your network and maximize performance.

## Support and Maintenance Options

Westell offers support and maintenance options to meet the needs of your business and uses all reasonable efforts to assist our customers throughout the process.

### The following services are available:

- Technical support for hardware and software provided via telephone, email, and web submissions for supported products
- Software enhancements: receive major and minor enhancements for system level software and firmware on a hardware platform at no additional charge \*
- Advanced product replacement shipped next day air at no additional charge \*
- Prioritized escalation of trouble tickets ensures the highest possible service level
- Extended product warranty
- Extended support for manufacture discontinued products

\* Contact Westell for more details



### Benefits of support and maintenance:

- Protection of your investment in Westell products
- Consistent, reliable levels of support and responsiveness
- Professional , technical expertise to provide or extend your in-house technical capability
- Additional coverage beyond the Westell Limited Product Warranty

## Other Westell service offerings

Multi-vendor, multi-technology environments can make network management complex. That's why Westell offers a suite of value added professional services to help operators deploy and optimize their use of Westell solutions. In addition to support and maintenance agreements, Westell service offerings include deployment services, professional services, and training.

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### Deployment Services

Deployment schedules demand strict adherence to project objectives. With the increased complexities of new technology, using proven methodologies and technological expertise helps ensure that your objectives are met within the specified time and cost constraints. The extensive range of Westell deployment services ensures you'll maintain your implementation schedule.

Westell offers the following deployment services:

- Project management
- Engineering, Furnishing and Installation (EF&I)
- Installation
- Provisioning and turn up
- Site surveys

### Professional Services

Westell offers a suite of value-added professional services to assist in leveraging and optimizing. The use of remote management and monitoring solutions.

Professional Services include:

- Optima application development
- Optima integration
- Optima system administration
- Custom services

### Training

Westell offers comprehensive product training through a combination of online and instructor-led courses. Instructor-led courses can be customized to meet your company's needs and can be taught at any location or a Westell facility. Courses combine informative lectures and demonstrations with hands-on activities. Westell instructors have extensive experience in telecommunications and training.

For more information regarding any of Westell's numerous training classes or to register for a class please contact a Westell Sales representative or visit us at [www.westell.com](http://www.westell.com)

### Westell Warranty

If you do not purchase a Westell support and maintenance agreement those products are covered under the standard Westell product warranty.

#### The limited product warranty:

- Covers all Westell products
- Effective for 1 year from ship date
- Includes industry standard break/fix warranty:
- Repair and return of defective product
- Advanced replacement for out of box failures within 90 days of purchase

