



Comprehensive Support

Wanos Networks Support

Wanos Networks offers world-class support to help each client reap the full benefits of their Wanos deployment. Wanos Networks technical support is available to help clients and partners to quickly and easily use Wanos in their network.

The Wanos Support Team

Wanos is supported by technical experts in internetworking, wan optimization and related technologies. Wanos support staff have an advanced MS degree as well as CCIE Routing and Switching, CCIE Service Provider, CCNP, CCIP, CCNA certifications. Wanos offer the highest degree of relevant technical knowledge possible to ensure clients total peace of mind.

Wanos Support Resources

Wanos offers the following online support options to find solutions to potential problems.

Website

The web site provides:

- Product software releases and release notes
- Product documentation, deployment, usage, and troubleshooting guides
- Answers to common questions

Email Support

Email provides:

- Answers to specific questions
- Assistance in design considerations
- Assistance in configuration and deployment
- Assistance in troubleshooting

Collaboration Tools

Instant messaging and online meeting tools provide:

- Instant answers to specific questions
- Assistance in troubleshooting
- Assistance in configuration and deployment

Support Forum

The support forum provides:

- Software release notes

- Wanos support team responses
- Community support collaboration
- Product documentation, deployment, usage, and troubleshooting discussions
- Answers to common questions

Comprehensive Support

Wanos comprehensive support include the following:

Software Updates

Wanos provides minor and major software maintenance releases and updates as they are generally available.

Software Maintenance

Wanos uses reasonable efforts, based on the severity, to correct errors in the software. Clients should notify Wanos of errors and should provide Wanos with sufficient data to reproduce an error. Only errors that are reproducible by Wanos on standard software, configuration options and deployments will be considered. Software maintenance excludes errors due to unsupported hardware.

Technical Support

- Questions related to the use of Wanos.
- Assistance in identifying, verifying and resolving suspected problems
- Access to support by phone, email, or the web
- Software Support, including minor and major updates
- Hardware Support
- Standard 1-year warranty on hardware appliances

Professional Services

Clients may request additional services that fall outside the scope of the comprehensive support. Request for these special features or customization will be quoted on a case by case basis.

Support Contacts

A client needs to assign one or two technical representatives to support the Wanos solution. The technical staff need to have solid knowledge of the product. Wanos will only provide support to these individuals. Reasonable access may be required to resolve problems.

Hardware Support

Maintenance

Wanos will use reasonable efforts to repair or replace defective hardware components, unless damaged, mishandled, mistreated, used, maintained or stored outside the specifications and instructions.

Warranty

Wanos provides a limited warranty for one year from the date of purchase. In the event of a hardware failure, the unit may be shipped to Wanos for repair or replacement. Extended warranty is available.

Repair or Replace

Wanos will repair or replace the hardware after receiving the failed unit. Wanos will repair or replace units found to have a defect attributable to the manufacturer with new or reconditioned hardware.

Returns

Clients are responsible for shipping of the defective appliance and related fees. The client assumes the risk of damage or loss in transit.

Incident Handling

Wanos Networks is committed to providing the best possible support and client satisfaction.

Channels available to open an incident:

- send an email to support@wanos.co
- directly from the Wanos web site
- call +27-084-503-1337

When clients report an incident, they should submit the following:

- Hardware appliance serial and MAC address if applicable
- Detailed description of the problem
- Detailed impact of the problem
- Function being performed at the time the problem happened
- Recent changes to related systems
- Software versions
- Configuration data

To resolve an issue, additional information or access may be required. Any information shared with Wanos in this event is treated as highly confidential.

Support Response and Severity levels

Wanos will respond to clients in accordance with the response time noted in the table below. The target is to achieve these response times 90% of all requests.

Severity Level	Description	Response Time	Response Hours
Severity 1 (Critical)	Complete network downtime, critically impacting Customer's business operations, where it was required to bypass Wanos to restore normal operating conditions.	8 Hours	24X7
Severity 2 (High)	Network performance degraded. Inability to deploy a feature, function or capability. Successful workaround in place for a Severity 1 issue.	16 Hours	9am-6pm
Severity 3 (Low)	Planning, operational, informational requests for certain features/capabilities. General "how-to" questions. Documentation/process questions.	36 Hours	9am-6pm

S-1 problems that require immediate attention must be logged online and followed up by telephone to help ensure the response time is met. The objective is to resolve, implement a work-around or isolate the cause immediately in order to restore services. If not resolved the cause will then be investigated in isolation and the severity downgraded to S-2.

Response time is the time between initial contact and engagement by a support engineer. Wanos will make reasonable efforts to resolve the reported problem or provide a work-around. While every effort is made to exceed client expectations no guarantee can be made that a resolution will be found within a specific time. This is due to a number of factors e.g.

- Technical nature of the problem
- Client's time to prepare and submit information
- Response time of third parties
- Time required to prepare and release a software update, etc.

Wanos Partner resolution procedure

Partners provide the support for their clients. Clients who purchased Wanos through a partner should call the partner's support team for support. It is expected that the partner support handle at least 95% of the support calls without escalation to Wanos. Wanos will provide support via the partner for issues requiring development-level attention.

About Wanos Networks

Wanos Networks is a software company with a mission to create effective Wan Optimization tools with real return on investment. Wanos strives to be significantly useful, easy to use and accessible to everyone everywhere. The company operates out of Cape Town, South Africa.

Contact Us

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