



AppEx Support Services



Backed by AppEx Global Support Services, customers can proceed with confidence from initial deployment through on-going management of AppEx products on their global content delivery networks. AppEx Customer Support maximizes uptime and protects customers' investments throughout the AppEx product's lifecycle.

Support Package

All AppEx products are backed by a standard warranty covering hardware for 12 months and software for 3 months. Resources available online include product documentation, the latest support tools, Skype support and the ability to email engineers directly (support@appexnetworks.com) with guaranteed response times. Customers can also call 408-973-7898 and leave an urgent message on the support hotline voicemail box with problem descriptions and questions Monday-Friday from 8:00 AM to 6:00 PM PST. Alerts will be sent to multiple "on call" engineers for quick response and resolution.

Customers with Software Support Service Contracts in place save time and money while minimizing avoidable downtime and disruptions. Maintaining an ongoing support relationship with AppEx ensures the most rapid resolution if any issues arise. AppEx Support includes up to 1 hour of online training if requested, live technical support via Skype, unlimited software updates and bug fixes and "spare in air" advanced shipment of replacement units should an appliance need to be sent in for repair.

AppEx provides a range of service options tailored to provide the exact help customers require:

Network Design & Implementation

While most LotWan installations are virtually "plug and play," customers with complex networks or high availability requirements may wish to take advantage of additional design and implementation consultation resources. In such cases, AppEx field engineers help plan and optimize installations assisting with both the introduction of LotWan into the live network and initial customer training. This service is provided on a custom basis per customer upon request.

Per-Incident Technical support

For customers that do not maintain ongoing service contracts, per-incident hardware repair is provided on as-needed basis with appliance units repaired at a cost of 10% of the device's initial list price.

Customers that do not contract for ongoing support can receive live technical support on an hourly basis for all AppEx products including appliances, software and virtual instances.

Summary

AppEx customer support is designed to insure AppEx products are installed seamlessly with the least amount of effort. Standard customer support extends the manufacturer warranty to include product updates, direct engineering interaction, feature request, and training. Software and Hardware Support packages can be uniquely designed to customers' needs upon request.