A P P E N D I X   C

Customer Support

Introduction

This section tells you how to return failed parts to StrataCom for repair if the need arises. The MRA procedure is used between StrataCom and direct customers. Distributors may have other arrangements with StrataCom. Contact your local distributor for instructions. This Addendum also describes the various levels of support services available from StrataCom for all end users.

At the end is a section where for keeping the parts list inventory that was received with the equipment. If you checked off the part type, slot number, serial number and revision number at installation this list should provide you with all of the pertinent information on each system card and power supply, to use if you are returning units.

Material Return Authorization (MRA)

The AXIS equipment is modular so that you can replace malfunctioning parts easily. The procedure for ordering new parts and returning old ones is called the Material Return Authorization (MRA) procedure, and the steps are outlined below.

1   Call the StrataCom International Support Center (ISC) in San Jose, California, USA at the telephone numbers below when a failure occurs. You will be asked for the card or component type, slot number, serial number, and revision number. You will then be given an MRA number, which you'll use when returning the failed part. The replacement part will be sent within the agreed-upon time.

   — USA only, call 24-hour hotline at 800-767-4479

   — International, call 1-408-947-6115 from 6 AM to 6 PM Pacific Standard Time.

2   When you receive the replacement part, please notify the StrataCom ISC. Make sure to record its type, slot number, serial number and revision number, just as you did when you installed the node.

3   Along with the replacement part, you will receive a repair tag and a shipping label. To send the old part back to StrataCom, record the assigned MRA number on the tag, and attach it to the part. Fill out the shipping label (including the MRA number), remove and save the customer copy, and attach the label to the shipping carton. Returned cards must be packed in their original shipment containers.

4   Parts must be returned within 30 days or you will be invoiced for the parts.

Support Services Available

Comparison of Premier, Extra, Plus and Basic programs.

StrataCom's **CoreFour** product support services allows you to pick the optimum level of phone support, hardware coverage and on-site services for your networking environment. Many optional features allow you to tailor a program that meets the specific needs of your company. Table C-1 compares each of StrataCom's **CoreFour** support packages.

Table C-1   Comparison of Support Services Available

Services	Premier	Extra	Plus	Basic
Limited Phone Support	no	no	no	12 calls/year
Unlimited Phone Support	yes	yes	yes	no
• Hours of Coverage	7 x 24	7 x 24	7 x 24	9 x 5, M–F
• Response Guarantee	1 hour	1 hour	4 hour	8 hour
• Personal Account Support	yes	yes	yes	no
• Remote Network Monitoring	yes	option	option	option
Replacement Hardware Parts	Advance Shipment	Advance Shipment	Advance Shipment	Return for Repair
• Hours of Coverage	7 x 24	5 x 12, M–F	5 x 12, M–F	9 x 5, M–F
• Response Guarantee	Next Day	Next Business Day	Next Business Day	21 Days
On-site Response	8 x 5, M–F	option	option	no
• 7 x 24 on-site response	option	option	option	no
FastPacket Online Access	yes	yes	yes	yes
FastPacket Online Read-only Copy	option	option	option	option
Documentation Updates	yes	yes	no	no
Technical Bulletins	yes	yes	no	no
Systems Software and Network Management Sub-Releases and Bug-Fixes	yes	yes	yes	no
Systems Software and Network Management Releases	yes	no	no	no
Upgrade Implementation Support	yes	yes	no	no
Annual Network Audit	yes	yes	no	no
T1/E1 Span Management	option	option	option	option
Bandwidth Management Services	option	option	option	option
Network Statistics Reporting	option	option	option	option

StrataCom Basic Service

Telephone Assistance

Telephone help is available from our International Support Centers (ISC) in San Jose, California and Fleet, England. Phone assistance is available Monday through Friday 8:00 AM - 5:00 PM local time.

International Support Center Services

ISC personnel provide on-line assistance in resolving any configuration, technical, or performance issue with your StrataCom network. ISC provides a single point of contact to help you maintain your StrataCom network. Whether you are calling with questions about your network operations or to obtain status of equipment returned for repair, the ISC is there to answer your inquiries.

If you need help in resolving a network problem, the ISC engineer is able to dial into your network and perform a series of diagnostic checks, to quickly get to the answer to your problem. In addition, every ISC engineer is empowered to work with Product Support, Engineering, or Program Management to coordinate a speedy resolution of your problem.

FastPacket Online

StrataCom's real-time, relational, learning-based database engine is available to customers through access to FastPacket Online. With FastPacket Online you can get information about new software releases and revisions, get the latest in technical "how-to" tips, search for information on a specific topic, or create management reports. Plus, FastPacket Online is constantly updated to contain details about all known software, hardware, and firmware bugs.

Hardware Repair

If a problem is identified with any of your StrataCom hardware, you will be given an authorization to return the defective part to StrataCom for repair. The returned unit will be repaired, and in addition, all StrataCom specified change orders will be incorporated to ensure the highest level of performance when the unit is returned to your network.

Features:

Telephone Support:

- 12 Incidents Per Year

- Monday through Friday

- 8:00 AM to 5:00 PM

- Response Time: 8 hours

FastPacket Online:

- 7 day a week, 24 hour a day access including holidays

- Access for up to three (3) designated contacts

- Hardware Repair:

- Return to Factory for repair

- Factory Turnaround: 21 days from receipt of defective unit.

Benefits:

Provides a low-cost comprehensive telephone and hardware support option.

Gives access to expert assistance through the StrataCom ISC and FastPacket Online.

Allows you to maintain peak network performance by utilizing FastPacket Online to obtain real-time information about product problems and solutions.

No additional charges for hardware repair or incorporation of hardware bug fixes.

FastPacket Online keeps you up-to-date on the most current software, firmware, and hardware advances.

Customer Requirements:

Customer must stock hardware spares. It is strongly recommended that the customer maintain a redundant network configuration.

Network System Manager(s) and each designated alternate must complete StrataCom's Network Operations Course. Advanced IPX training is also recommended.

Access by the ISC to the customer's network must be maintained via a minimum of one dedicated data-quality telephone line with modem per five (5) StrataCom nodes.

All StrataCom designated mandatory hardware improvements must be installed prior to commencement of Basic support.

All software and firmware must be at the current or immediately preceding release level.

StrataCom Plus Service

FastPacket Online

StrataCom's real-time, relational, learning-based database engine is available to customers through access to FastPacket Online. With FastPacket Online you can get information about new software releases and revisions, get the latest in technical "how-to" tips, search for information on a specific topic, or create management reports. Plus, FastPacket Online is constantly updated to contain details about all known software, hardware, and firmware bugs.

Software Support

Plus support keeps your network current by providing access to all bug-fix and minor software and firmware releases. FastPacket Online allows you to download these software and firmware releases as you desire.

Hardware Support

If a problem is identified with any of your StrataCom hardware, a replacement unit will be shipped to you within 24 hours for next business day delivery.

Features:

Telephone Support:

- 7 day a week, 24 hour a day access including holidays

- Personal Account Support

- Response Time: 4 hours

FastPacket Online:

- 7 day a week, 24 hour a day access including holidays

- Access for up to three (3) designated contacts

Software Support:

- Access to software and firmware bug fixes and minor releases.

Hardware Support:

- Advance shipment of replacement units

- Monday through Friday, excluding holidays:

  — 6:00 AM to 4:00 PM PST

  — 9:00 AM to 4:00 PM GMT

- Next Business Day Delivery

Benefits:

- Provides Round-the-Clock comprehensive telephone and hardware support.

- Hardware advance shipment service eliminates the need to purchase and stock hardware spares.

- Gives access to personal expert assistance through the StrataCom ISC and FastPacket Online.

- Allows you to maintain peak network performance by utilizing FastPacket Online to obtain real-time information about product problems and solutions.

- Keeps your network up-to-date with the most current software, firmware and hardware advances.

Customer Requirements:

- It is strongly recommended that the customer maintain a redundant network configuration.

- Network System Manager(s) and each designated alternate must complete StrataCom's Network Operations Course.

- Access by the ISC to the customer's network must be maintained via a minimum of one dedicated data-quality telephone line with modem per five (5) StrataCom nodes.

- All StrataCom designated mandatory hardware improvements must be installed prior to commencement of Plus support.

- All software and firmware must be at the current or immediately preceding release level.

StrataCom Extra Service

Telephone Assistance

Telephone help is available from our International Support Centers (ISC) in San Jose, California and Fleet, England. Phone assistance is available 24 hours per day 7 days per week, with a guaranteed response time of 1 hour from the time we receive your call.

Personal Account Support

With Extra support you are assigned a senior ISC engineer familiar with your networking application as your primary point of contact within the support center. ISC personnel provide on-line assistance in resolving any configuration, technical, or performance issue with your StrataCom network. If you need help in resolving a network problem, the ISC engineer is able to dial into your network and perform a myriad of diagnostic checks. In addition, every ISC engineer is empowered to work with Product Support, Engineering, or Program Management to coordinate a speedy resolution of your problem.

Your personal account representative will be available to you during standard business hours (8:00 AM through 5:00 PM local time). During all other times, backup ISC personnel will be able to help answer your questions.

FastPacket Online

StrataCom's real-time, relational, learning-based database engine is available to customers through access to FastPacket Online. With FastPacket Online you can get information about new software releases and revisions, get the latest in technical "how-to" tips, search for information on a specific topic, or create management reports. Plus, FastPacket Online is constantly updated to contain details about all known software, hardware, and firmware bugs.

Software Support

Extra support keeps your network current by providing access to all bug-fix and minor software and firmware releases. FastPacket Online allows you to download these software and firmware releases as you desire.

Hardware Support

If a problem is identified with any of your StrataCom hardware, a replacement unit will be shipped to you within 24 hours for next business day delivery.

Technical Updates

As an Extra support customer you will receive, upon request, copies of all the latest documentation covering your StrataCom network operations and StrataView Plus network management. Additionally, you will receive quarterly technical bulletins summarizing information about bug fixes, software releases, and common customer questions and answers.

StrataCom Assist Services

Priority support for your StrataCom network extends to the ongoing process of keeping your network up to date and tuned for optimal performance. Extra support provides StrataCom's expert assistance in the planning and execution of hardware, software and firmware updates to your network. In addition, you will receive an annual network audit. This audit will provide a review of account activity, a report on any outstanding technical issues, and will recommend ways for you to increase overall network efficiency.

Features:

Telephone Support:

- 7 day a week, 24 hour a day access including holidays

- Personal Account Support

- Response Time: 1 hour

FastPacket Online:

- 7 day a week, 24 hour a day access including holidays

- Access for up to three (3) designated contacts

Software Support:

- Access to software and firmware bug fixes and minor releases.

Hardware Support:

- Advance shipment of replacement units

- Monday through Friday, excluding holidays

  — 6:00 AM to 4:00 PM PST

  — 9:00 AM to 4:00 PM GMT

- Next Business Day Delivery

Technical Updates:

- One copy of each new release of a System User Guide and NMS manual.

- Quarterly technical bulletins

StrataCom Assist Services:

- Assistance in the planning and execution of future system upgrades

- One annual network audit

Benefits:

- Provides priority 1 hour response, and comprehensive Round-the-Clock telephone support, and hardware advance shipment.

- Eliminates the need to purchase and stock hardware spares.

- Gives access to personal expert assistance through the StrataCom ISC and FastPacket Online.

- Allows you to maintain peak network performance by utilizing FastPacket Online to obtain real-time information about product problems and solutions.

- Provides StrataCom expert assistance in keeping your network up to date with the most current software, firmware and hardware revisions.

- Enables you to stay up-to-date on all the latest information about product features, functions and fixes.

- Your annual network audit provides the information you need to optimize the performance of your StrataCom network.

Customer Requirements:

- It is strongly recommended that the customer maintain a redundant network configuration.

- Network System Manager(s) and each designated alternate must complete StrataCom's Network Operations Course.

- Access by the ISC to the customer's network must be maintained via a minimum of one dedicated data-quality telephone line with modem per five (5) StrataCom nodes.

- All StrataCom designated mandatory hardware improvements must be installed prior to commencement of Plus support.

- All software and firmware must be at the current or immediately preceding release level.

StrataCom Premier Service

Telephone Assistance

Telephone help is available from our International Support Centers (ISC) in San Jose, California and Fleet, England. Phone assistance is available 24 hours per day 7 days per week, with a guaranteed response time of 1 hour from the time we receive your call.

Personal Account Support

With Premier support you are assigned a senior ISC engineer familiar with your networking application as your primary point of contact within the support center. ISC personnel provide on-line assistance in resolving any configuration, technical, or performance issue with your StrataCom network. In addition, every ISC engineer is empowered to work with Product Support, Engineering, or Program Management to coordinate a speedy resolution of your problem.

Your personal account representative will be available to you during standard business hours (8:00 AM through 5:00 PM local time). During all other times, backup ISC personnel will be able to help answer your questions.

Remote Network Monitoring

As a premier customer the support center staff is constantly watching over your network, monitoring changes in status and responding *proactively* to problems **before** they impact network operations.

FastPacket Online

StrataCom's real-time, relational, learning-based database engine is available to customers through access to FastPacket Online. With FastPacket Online you can get information about new software releases and revisions, get the latest in technical "how-to" tips, search for information on a specific topic, or create management reports. Plus, FastPacket Online is constantly updated to contain details about all known software, hardware, and firmware bugs.

On Site Service

On-site coverage is available to Premier customers from Monday through Friday 8:00 AM to 5:00 PM local time. This service is provided with a next day response guarantee.

Software Support

Premier support keeps your network current by providing access to *all* software, firmware and network management releases. FastPacket Online allows you to download these software and firmware releases as you desire.

Hardware Support

If a problem is identified with any of your StrataCom hardware, a replacement unit will be delivered to you and installed the following day.

Technical Updates

As a Premier support customer you will receive, upon request, copies of all the latest documentation covering your StrataCom network operations and StrataView Plus network management. Additionally, you will receive quarterly technical bulletins summarizing information about bug fixes, software releases, and common customer questions and answers.

StrataCom Assist Services

Proactive support for your StrataCom network extends to the ongoing process of keeping your network up to date and tuned for optimal performance. Premier support provides StrataCom's expert assistance in the planning and execution of hardware, software, and firmware updates to your network. In addition, you will receive an annual network audit. This audit will provide a review of account activity, a report on any outstanding technical issues, and will recommend ways for you to increase overall network efficiency.

Features:

Telephone Support:

- 7 day a week, 24 hour a day access including holidays

- Personal Account Support

- Remote Network Monitoring

- Response Time: 1 hour

FastPacket Online:

- 7 day a week, 24 hour a day access including holidays

- Access for up to three (3) designated contacts

Software Support:

- Access to all software, firmware, and network management releases.

On -Site Support:

- 5 day a week, 8 hour a day coverage, excluding holidays

- Response Time: Next day

Technical Updates:

- One copy of each new release of System User Guide and NMS manual.

- Quarterly technical bulletins

StrataCom Assist Services:

- Assistance in the planning and execution of future system upgrades

- One annual network audit

Benefits:

- Proactive monitoring of your network status ensures problems are resolved before they impact network operations.

- Provides priority 1 hour response, and comprehensive Round-the-Clock telephone support, hardware advance shipment, or on-site delivery.

- Eliminates the need to purchase and stock hardware spares.

- Gives access to personal expert assistance through the StrataCom ISC and FastPacket Online.

- Allows you to maintain peak network performance by utilizing FastPacket Online to obtain real-time information about product problems and solutions.

- Provides StrataCom expert assistance in keeping your network current with the latest software, firmware and network management releases and hardware revisions.

- Enables you to stay up-to-date on all the latest information about product features, functions and fixes.

- Your annual network audit provides the information you need to optimize the performance of your StrataCom network.

Customer Requirements:

- It is strongly recommended that the customer maintain a redundant network configuration.

- Network System Manager(s) and each designated alternate must complete StrataCom's Network Operations Course.

- Access by the ISC to the customer's network must be maintained via a minimum of one dedicated data-quality telephone line with modem per five (5) StrataCom nodes.

- All StrataCom designated mandatory hardware improvements must be installed prior to commencement of Premier support.

- All software and firmware must be at the current or immediately preceding release level.

FastPacket On-Line

FastPacket Online (FPO) a free service to StrataCom customers. FPO is a relational database (Apriori) running on a SUN SPARC workstation (host name "chestnut") used by the StrataCom Support Team to share valuable information and experiences. The goal is to bring the customer closer to StrataCom and to provide another support tool for the support of each customer's StrataCom network.

By subscribing to FPO, customers have access to files of online documents that describe technical issues involving StrataCom products and networks. Changes to customer documentation, such as User Guides, will also be posted to FPO. Customers also have access to StrataCom employees with the FPO Mail utility and can monitor the progress of all open field incidences.

Downloading of firmware and software to customers is another major feature. Users can now dial in to FPO, call up firmware or software files and then download the code to any PC or workstation. This feature can transmit the most current software and firmware revisions direct to a System Administrators NMS terminal with one phone call. A FastPacket On-Line User's Manual is available to subscribers containing operating instructions.

Equipment Required

FPO subscribers do not require any special configuration to use the system. Any Hayes compatible modem can be used to dial into FPO and any of the terminal types listed in Table C-2 can be used once logged in. Any communications program that includes Kermit file transfer protocol can be used. Most StrataView Plus NMS terminals with modems for connection to ISC can also be used to contact FPO

Table C-2   Terminal Types Supported by FPO

MFG.	TYPE	MFG.	TYPE
DEC	vt100	ANSI	ansi
SUN	sun	WYSE	wyse
	sun-cmd		wyse50
	sun-17		wyse75
	sun-24		wyse85
	sun-34		wyse925
	sun-48	TELEVIDEO	tvi
HP	hp		tvi925
	hp2621		tvi950
	hp2640	CONCEPT	c100
	hp2645	XTERM[1]	xterms

1. Terminal emulator

FastPacket On-Line uses USRobotics dial-back modems for subscriber connections to the FPO database. These are V.32 bis auto-range, high-speed modems that can operate at line speeds up to 14.4 Kbps. These modems also support V.42 bis compression. StrataCom recommends these modems, the USRobotics Courier V.32 bis with Adaptive Speed Leveling modem. However, any Hayes-compatible modem can be used.

Customer modems should be configured for the following communications parameters:

- Speed   =   Auto

- Parity   =   None

- Stop bits   =   1

- Data bits   =   8

- Dial string   =   (408) 494-2050 for FPO

StrataCom Contacts

Users of StrataCom cell-relay networking equipment should contact StrataCom directly or through their local representative to subscribe to FPO.

- For configuration issues and other problems, contact the FPO Administrator, Steward Carter at (408) 494-2098.

- For support issues that deal with incidents in FPO, contact the Technical Support Manager, Michael Plaskon at (408) 494-2242.

- For difficulties dialing into FPO or with passwords for the dialback modems, contact the MIS department coordinator, Maria Alarcon at (408) 494-2208.