



## High-Capacity Wireless Backhaul

Proxim Wireless offers extremely reliable, secure and easily-deployed solutions for interconnecting corporate and telecommunications networks.

This portfolio includes:

- **ORINOCO®** – Wireless LAN and WiFi-Mesh for indoor and outdoor applications
- **Lynx®** – Cellular voice and data backhaul, up to DS3 interface
- **Tsunami®** – Carrier-class IP Ethernet bridge for voice and data backhaul for service providers and enterprise applications
- **QuickBridge™** – Complete “hop-in-a-box” Ethernet bridge for campus and small business network.

**Proxim Wireless** is a global provider of end-to-end broadband wireless systems that deliver the quadruple play. From Wi-Fi to wireless Gigabit Ethernet – our WLAN, mesh, WiMAX and point-to point products are available through our extensive global channel networks.

Proxim Wireless understands that service and support requirements vary from customer to customer. It is our mission to offer service and support options that go above and beyond normal warranties to allow you the flexibility to provide the quality of service that your networks demand.

By selecting Proxim Wireless equipment, you’ve already committed to protect your network investment with an end-to-end wireless portfolio that gives you the flexibility to scale, the lowest total cost of ownership, and the highest reliability for quadruple play services. But why stop there?

To provide even greater investment protection, Proxim Wireless offers a cost effective support program called ServPak. ServPak is a program of enhanced service support options that can be purchased as a bundle or individually, tailored to meet your specific needs. Whether your requirement is around the clock technical support or advance replacement service, we are confident that the level of support provided in every service in our portfolio will exceed your expectations.

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## SERVPAK OPTIONS INCLUDE

- **Advanced Replacement of Hardware:**  
Can you afford to be down in the event of a hardware failure? Our guaranteed turnaround time for return to factory repair is 30 days or less. Those customers who purchase this service are entitled to advance replacement of refurbished or new hardware guaranteed to be shipped out by the Next Business Day. Hardware is shipped Monday – Friday, 8:00AM – 2:00PM (PST).
- **Extended Warranty:**  
Extend the life of your networking investment by adding 1, 2, or 3 years to your products standard warranty. This service coverage provides unlimited repair of your Proxim hardware for the life of the service contract. The cost of an extended warranty is far less than the cost of a repair providing a sensible return on your investment.
- **7x24x365 Technical Support:**  
This service provides unlimited, direct access to Proxim’s world-class Tier 3 technical support engineers 24 hours a day, 7 days a week, 365 days a year including Holidays. Customers who purchase this service can rest assured that their call for technical assistance will be answered and a case opened immediately to document the problem, trouble shoot, identify the solution and resolve the incident in a timely manner or refer to an escalation manager for closure.
- **8x5 Technical Support:**  
This service provides unlimited, direct access to Proxim’s world-class technical support 8 hours a day, 5 days a week from 8:00AM - 5:00PM (PST). Technical Support is available at no charge for the first 90 days from receipt of equipment (Hours of operation from 8:00 - 5:00 PM (PST)). Beyond this period, a ServPak support agreement will be required for technical support. Self-help will be made available by accessing Proxim’s extensive eService knowledgebase.

## Packaged Services

### 24 x 7 Enhanced ServPak

- 24 x 7 technical support
- Software maintenance
- Advanced hardware replacement
- Extends warranty\*
- Knowledge base access
- Priority Support Queuing

### 8 x 5 Enhanced ServPak

- 8 x 5 technical support
- Software maintenance
- Advanced Hardware replacement
- Extends warranty\*
- Knowledge base access
- Priority Support Queuing

### Advanced Hardware Replacement ServPak

- Advanced Hardware replacement
- Extends warranty\*

\*For the duration of the contract

## Standalone Services

### Extended Warranty ServPak

- Extends warranty for the duration of the contract

### Pay As You Go Technical Support Services

- Pay per incident support
- Detailed pricing can be found online at <http://proxim.com/support/contact.html>

### Professional On-Site Services

- Pay per scope of work agreement
- Quotations will be given on a case to case basis
- All requests are subject to approval from Proxim Wireless
- For more information, please find our brochure at [http://www.proxim.com/downloads/products/servpak/CS\\_1010\\_ProximOPS\\_A4.pdf](http://www.proxim.com/downloads/products/servpak/CS_1010_ProximOPS_A4.pdf)

