

FastSoft Support Services



Backed by FastSoft Support Services, customers can proceed with confidence from initial deployment through ongoing management of global content delivery networks. FastSoft Support maximizes uptime and protects customers' investments throughout the FastSoft product's lifecycle.

All FastSoft products are backed by a standard warranty covering hardware for 12 months and software for 3 months and all FastSoft customers have unlimited 24/7 access to our Web-based support center at <http://www.fastsoft.com/support/>. Resources available online include product documentation, the latest support tools and the ability to open trouble tickets. Customers can also call 877 327-8187 with questions Monday-Friday from 8:00 AM to 6:00 PM PST.

Our expert team provides a range of service options tailored to provide the exact help customers require:

Premier Support

Customers with Support Service Contracts in place save time and money while minimizing avoidable downtime and disruptions. Maintaining ongoing support relationship with FastSoft ensures the most rapid resolutions as issues arise. Priced at 15% of total product costs, full-service support features live technical support, unlimited software upgrades and "spare in air" advanced shipment of replacement units should a device need to be sent in for repair.

FastStart Network Design & Implementation

While most E Series installations are virtually "plug and play," customers with complex networks or high availability requirements may wish to avail themselves of additional design consultation and implementation resources. In such cases, FastSoft field engineers optimize installations onsite, assisting with both the introduction of E Series into the live network and customer training. This service is provided on a per-day basis.

Per-incident Hardware Repair

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

Per-incident Technical Support

Customers that do not contract for ongoing support can receive live technical support on an hourly basis.

Severity Level	Description	Response Within
Severity 1	Production network is down resulting in critical impact on business operations - no workaround available	4 business hours
Severity 2	Segment of network is down or intermittent loss of connectivity across network	6 business hours
Severity 3	Network performance is slow - no loss of connectivity or data	12 business hours
Severity 4	Information or assistance on product feature / functionality, Configuration, or installation	2 business days