

Pluribus FreedomCare Support

Highlights

- Unlimited access to the Pluribus Global TAC team
- Flexible hardware replacement options
- On-line case management
- Download the latest software
- Extensive knowledge base
- Access to latest product documentation

By choosing Pluribus Networks for your next generation network, you have made an important decision to keep your organization on the leading edge of technology. As a supplement to the limited warranties provided for Netvisor® ONE OS software and the Pluribus Freedom™ Series switches, Pluribus Networks offers a wide range of support options and advanced services spanning the entire network lifecycle to protect investments and help accelerate success.

FreedomCare Overview

The Pluribus Netvisor ONE OS, Pluribus UNUM™ and Insight Analytics™ come with 90-days of support and access to minor software updates. The Pluribus Freedom Series Switches include a 12-month limited replacement warranty. Pluribus FreedomCare™ extends simple telephone support and hardware warranty replacements with comprehensive expert technical support, extended replacement coverage for Pluribus Freedom Switches and unlimited access to upgrades for the Pluribus software.

Pluribus FreedomCare support programs are available for one-, three- or five-year terms, and provide multiple response-time and replacement options to meet diverse operational requirements. All maintenance options include direct telephone access to our Global TAC organizations and our self-service Customer Portal to access an extensive array of on-line resources. Additional options are available for on-site support, advanced hardware replacements, and professional implementation services.

Pluribus FreedomCare support programs provide:

- Unlimited access to the global TAC team
- Software and switch device support
- Software upgrades and updates
- Advance hardware replacement options
- Self-service case management
- Online technical resources
- Support community

Pluribus Technical Assistance Center (TAC)

The Pluribus TAC is staffed by expert network engineers with deep networking experience that extend across many of the leading industry vendor platforms to resolve critical issues with covered devices. Based upon the selected support level, live TAC personnel can be accessed 24 hours a day, 365 days per year. All support is delivered by Pluribus Networks employees who are geographically distributed to meet global support requirements.

Advanced Hardware Replacements

For customers who deploy the Freedom Series Switches, hardware technical support services are available with several hardware replacement options. These options provide flexible replacement times, including advanced replacement, next-business-day and 4-hour replacement options where available.

Secure Customer Portal

A FreedomCare subscription includes unlimited access to the secure Pluribus Networks customer portal, called PNCloud. PNCloud provides 24-hour access to a variety of support services, including:

- Interactive case management
- Access to the same product statistics, utilization and diagnostic information available to Pluribus TAC engineers
- View the current configuration and software loaded on all Netvisor powered devices deployed
- Download current OS releases, maintenance releases and hot-fixes
- Access product documentation and release notes
- Access to our extensive knowledge base

Advanced Services

In addition to FreedomCare options, Pluribus Networks provides an extensive range of Advanced Services that extend from planning and implementation to ongoing network tuning and optimization.

Pluribus Networks consultants are available to augment your existing network operations staff and accelerate rollout to support large deployments, bridge resource gaps or drive new technology initiatives that help your organization transition to a cloud-optimized network. This can encompass a partial technology refresh where existing infrastructure will be leveraged, a substantial technology refresh, or a completely new infrastructure architecture.

Why FreedomCare?

Pluribus FreedomCare provides expert technical support and flexible extended hardware coverage options that enables the IT team to proactively support Netvisor ONE powered infrastructure to enable rapid problem resolution and reduce the impacts from downtime. When selecting one of our FreedomCare support offerings, IT operational teams are assured that the highest level of technical expertise is always available anywhere, anytime. With Pluribus FreedomCare your organization will be empowered to solve problems faster and improve operational efficiency to allow your team more time to focus on driving business innovation.

FreedomCare Support Options					
	Warranty Support	Enterprise	Next Business Day	4-Hour	Premier
Telephone Support					
Monday-Friday 8AM to 5PM U.S. Pacific Time	First 90-Days				
Monday-Friday 12x5 U.S. Pacific Time		●			
24x7			●	●	●
On-Line Self-Service					
Case Management	First 90-Days	●	●	●	●
Knowledge Base	First 90-Days	●	●	●	●
Asset Management	First 90-Days	●	●	●	●
Software Support					
Major Feature Releases		●	●	●	●
Maintenance & Patch Releases	●	●	●	●	●
Hardware Replacement					
DOA Return ¹	●	●	●	●	●
RMA Service	12-Month Return for Repair ²	12-Month Return for Repair ²	12-Month Next Business Day ³	12-Month 4-Hours ⁴	12-Month Next Business Day ³
Premier Services					
Designated Support Engineer					●
Quarterly Business Reviews					●
On-site Network Audits					●

Notes: ¹ Replacement product ships next-business day after Pluribus Networks confirms the product is inoperative unless other support option is selected.

² Product ships 10-days after Pluribus Networks receives the authorized hardware return.

³ Next Business day hardware replacement is not available in all regions. Please consult with Pluribus Networks to confirm availability.

⁴ Not available in all regions. Please consult with Pluribus Networks to confirm availability.