

DATA SHEET



BENEFITS

- Provides 24x7 access to Ruckus Technical Support expertise, reducing time to resolution
- Provides unmatched expertise to optimize network performance
- Offers a variety of Service Level Agreements (SLAs) tailored to meet organizations' unique support needs

ENABLING NON-STOP NETWORKING WITH FLEXIBLE SUPPORT OPTIONS

Ruckus understands that every network is unique and requires a different level of technical support to meet the customer's business requirements. Ruckus provides a single support contact for ICX Switching products purchased through all existing channels. Organizations facing the challenges of maintaining large or complex networking environments gain immediate access to Ruckus expertise and resources to accelerate problem resolution, increase uptime, and improve overall efficiency.

WATCHDOG END USER SUPPORT SERVICE-LEVEL OPTIONS

WatchDog End User Support provides software and hardware support to ICX switching customers. Support includes 24x7 access to the Technical Assistance Center (TAC) (available through phone, chat and the web), software updates, online self-service tools, and offers several hardware replacement options.

SERVICE LEVELS DEFINED

To help customers meet critical business objectives, WatchDog End User Support offers two SLA options, providing increased flexibility and choice.

4-Hour Parts (4P)

Provides 4-hour response for parts replacement from the time Ruckus has determined a replacement is required and confirmed dispatch with the customer. Physical installation of the replacement part and defective product return are to be performed by the customer. 4P is available in most major metropolitan areas worldwide¹ and is available 24x7, including holidays. [Click here](#) to find out whether your location is within the required distance for a 4-hour or next-business-day response.

Next-business-Day Parts (NDP)

Provides next-business-day response for parts replacement from the time Ruckus has determined a replacement is required and confirmed dispatch with the customer³. Physical installation of the replacement part and defective product return are to be performed by the customer. NDP is available in most major metropolitan areas worldwide and is available on business days 9x5 local time to customer site. Offer also includes 24x7 access to the TAC, software updates, and online self-service tools. For ICX switches, this support is needed to provide next-business-day replacement of removable optics and LEDs, which are not covered under the Ruckus Assurance Limited Lifetime Warranty.

Remote Technical Support (RMT)

Provides 24x7 access to the TAC, software updates, and online self-service tools. RMT support is available worldwide and 24x7, including holidays. This is a good option for customers who are satisfied with the parts replacement coverage available under the Ruckus Assurance Limited Lifetime Warranty.

Table 1. Summary of Ruckus service Level Agreements (SLAs).

PURPOSE	TECHNICAL ASSISTANCE CENTER (TAC)	RUCKUS SUPPORT PORTAL: ONLINE SELF SERVICES, KB AND CASE MANAGEMENT	SOFTWARE UPDATES AND DOWNLOADS (AS AVAILABLE)
SUPPORT LEVEL AGREEMENTS (SLAS)			
4-HOUR ² PARTS (-4P)	24X7 ACCESS	UNLIMITED	UNLIMITED
NEXT-BUSINESS-DAY ^{1,2,3} PARTS (-NBD)			
REMOTE SUPPORT ⁴ (-RMT)			
SOFTWARE SUPPORT (-SW)			

¹ Subject to customer providing Ruckus with a description of the repair problem, part number, serial number, and return address. To determine if your specific location is within the required distance for a 4-hour or next-business day response please visit <https://support.ruckuswireless.com/documents/2026-enterprise-network-direct-support-coverage/download>

² Additional limitations and/or restrictions may apply. Hardware delivery times are based on a single point of failure incident. Delivery times for failures including but not limited to non-standard/variable configuration unit replacements, oversized/heavy weight items, or non-single point of failures may fall outside the posted SLA. Non-mechanical supplies and accessories (e.g. sheet metal, rack mounts, hinges, etc.) are excluded from the delivery SLA. Software version levels on replacement hardware may require upgrade/downgrade based on your current operating environment.

³ Next-business-day delivery is available when Ruckus determines a replacement is required by 2:00 p.m. local time and customer distance from the nearest parts distribution center is within commercial carrier's standard next-business-day delivery area (some restrictions may apply). If customer location is outside the commercial carrier's next-business-day delivery area parts will ship the same or next day (2:00 p.m. local time cutoff for same day shipping, some restrictions may apply). Delivery times may vary due to customs and local regulations which are outside of Ruckus control. Customers may be responsible for importation costs, brokerage fees, import duties, and taxes. Next-business-day is not available on selected holidays.

⁴ Available only for Ruckus hardware products with Assurance Limited Lifetime Warranty (ALLW). 3rd party optics and transceivers are not covered in ALLW or any Ruckus support programs.

ONLINE TECHNICAL SUPPORT TOOLS

Customers with a valid Ruckus Technical Support contract have 24x7 access to several online tools through the Ruckus Support Portal:

- **Downloads:** Allows customers to obtain OS firmware and code updates as well as drivers, MIBs, utilities, and documentation.
- **Knowledge base:** Enables customers to research and solve technical questions through a robust database of articles.

WORLD CLASS SUPPORT INFRASTRUCTURE

Ruckus Technical Support is designed to provide optimal support for WatchDog End User Support customers. They can leverage the Ruckus worldwide support infrastructure, expertise, best-practice guidance, and commitment to quality to maximize their network uptime.

Table 2. Severity levels and Ruckus Technical Support response and escalation times.⁵

CASE SEVERITY	TECHNICAL ENGAGEMENT TIME	COMMUNICATION FREQUENCY	MANAGEMENT ESCALATION
SEVERITY 1 CRITICAL	WITHIN 30 MINUTES	UPDATES HOURLY	2 HOURS
SEVERITY 2 HIGH	WITHIN 2 HOURS	UPDATES EVERY 12 HOURS	ONE BUSINESS DAY
SEVERITY 3 MEDIUM	WITHIN ONE DAY	UPDATES DAILY	N/A
SEVERITY 4 LOW	WITHIN ONE DAY	UPDATES EVERY 3 DAYS	N/A

⁵The times listed are targets only and not a guarantee that Ruckus will respond or escalate with the target time.

WORLD WIDE COVERAGE

Ruckus WatchDog End User Support customers have access to a strong partner ecosystem capable of providing additional services, including onsite support if desired. In addition, toll-free numbers and local language support enable easy communication with Ruckus Technical Support.

WARRANTY

Ruckus ICX switches are covered by the Ruckus Assurance® Limited Lifetime Warranty. For details, visit <https://support.ruckuswireless.com/warranty>

RUCKUS EXPERTISE

Ruckus Technical Support engineers have deep networking expertise and are trained to resolve network problems as quickly as possible to minimize downtime. Furthermore, Ruckus Technical Support engineers receive ongoing training and certification to provide customers with the most skilled team to address their issues.

COMMITMENT TO QUALITY

Leveraging best practices and fostering a culture of continuous improvement, Ruckus offers high-quality technical support for its networking solutions by investing in its processes, people, and partnerships. Ruckus gathers customer feedback on service delivery, procedures, systems, products, and offerings, and makes necessary adjustments to optimize its processes. In addition, Ruckus invests in its people through continuous education, providing customers a professional team with the networking expertise to quickly resolve issues.

MAXIMIZING INVESTMENTS

To help optimize technology investments, Ruckus and its partners offer complete solutions that include professional services, technical support, and education. For more information, contact a Ruckus authorized partner or visit www.Ruckuswireless.com.

Note: Until further notice, the legacy Brocade support SKUs that were used for ordering the support levels described in this document will remain in place. Onsite support SLAs are no longer provided, except to customers with existing contracts.

Copyright © 2018 Ruckus Networks, an ARRIS company. All rights reserved. No part of this content may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from Ruckus Networks ("Ruckus"). Ruckus reserves the right to revise or change this content from time to time without obligation on the part of Ruckus to provide notification of such revision or change.

The Ruckus, Ruckus Wireless, Ruckus logo, Big Dog design, BeamFlex, ChannelFly, Edgelron, Fastron, HyperEdge, ICX, IronPoint, OPENG, and Xclaim and trademarks are registered in the U.S. and other countries. Ruckus Networks, Dynamic PSK, MediaFlex, FlexMaster, Simply Better Wireless, SmartCast, SmartCell, SmartMesh, SpeedFlex, Unleashed, and ZoneDirector are Ruckus trademarks worldwide. Other names and brands mentioned in these materials may be claimed as the property of others.

Ruckus provides this content without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Ruckus may make improvements or changes in the products or services described in this content at any time. The capabilities, system requirements and/or compatibility with third-party products described herein are subject to change without notice.



350 West Java Dr., Sunnyvale, CA 94089 USA
www.ruckusnetworks.com