EN PASSPORT SERVICES

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EN Prof. Services – Options available

Solution Services (Installation + Consultation Services)

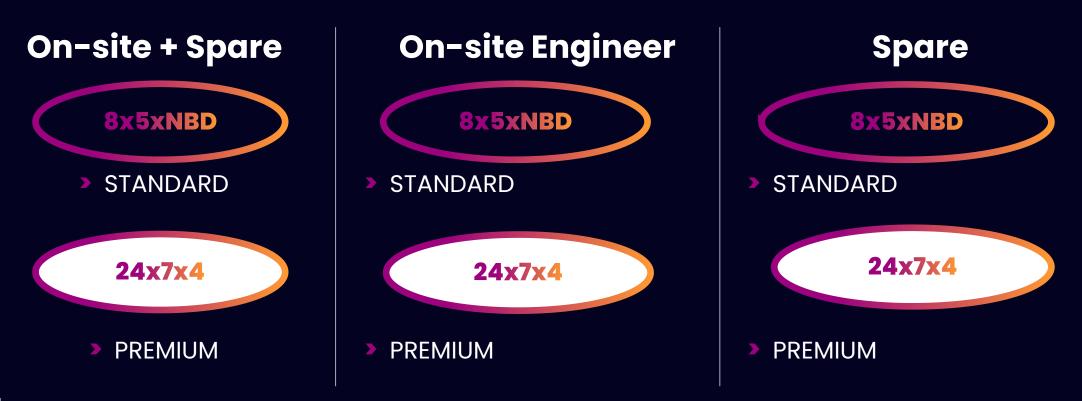


Based on statement of work that is agreed and signed-up between Exclusive and customer at the time of business solution offering

- Understanding setup beyond provisioned items for solution integration
- Interoperability definition and verification
- Planning for integration of solution with minimal downtime
- Configuration of related components to meet solution / business objectives
- Checking and verification for implemented solution
- Demonstration of implemented solution to customer, Solution acceptance sign-off

Note 1: Country A (AUS, HKG, NZL, SGP), Country B (IDN, IND, MYS, PHL, THA, VNM)

EN Support – Options available



- Must have Valid Vendor Maintenance Support
- > Not supported: End of Life (EOL) or End of Technical Support (EOTS) equipment
- Service Period: to tie in with Vendor Maintenance Support



EN Tokens – Options available

(Types of Tokens

Standard 8x5x4hrs' Via Phone and Email



7x24x4hrs' Via Phone and Email

- 10 Woking days Advance Notice is required for onsite Engineer Services
- Onsite service will only be arranged after completion of level 1 troubleshooting via phone and email, with confirmation from engineer.
- Appliance must have valid vendor maintenance
- Spare loaner not provided

Validity Period

5-10 tokens	1 Year
11–30 tokens	2 Years
31-50 tokens	3 Years

Minimum Purchase: 5 Tokens – Minimal Activation: 0.5 Token

It is our responsibility to guide partners to utilise the tokens. Extension is an exception and not a norm. Token Extension can be allowed:

- Only by exception (where couple of balance tokens) we can consider allowing extension of not more than 30 days
- Only if there is Top up of Min 5 tokens purchase.

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For more information about Passport Services please contact Exclusive Networks Philippine or:

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