



#WeAreExclusive

# EN PASSPORT SERVICES

**Paolo Sta Clara – Technical Head**  
**Karen Ramos – Services Manager**



# EN Prof. Services – Options available

## Types of Professional 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



# EN Support – Options available

## On-site + Spare

**8x5xNBD**

› STANDARD

**24x7x4**

› PREMIUM

## On-site Engineer

**8x5xNBD**

› STANDARD

**24x7x4**

› PREMIUM

## Spare

**8x5xNBD**

› STANDARD

**24x7x4**

› PREMIUM

- › 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

**Premium**

7x24x4hrs' Via Phone and Email

- 10 Working 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

<b>5–10 tokens</b>	1 Year
<b>11–30 tokens</b>	2 Years
<b>31–50 tokens</b>	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.

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



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

Paolo Sta Clara

[PStaclar@exclusive-networks.com](mailto:PStaclar@exclusive-networks.com)

Karen Ramos

[KRamos@exclusive-networks.com](mailto:KRamos@exclusive-networks.com)