

# End User WatchDog Premium Support



## End User WatchDog Premium Support: Simply Better Support

Ruckus Wireless offers two support programs, both delivering high-quality, knowledgeable, and responsive worldwide technical support for its Smart Wi-Fi Systems.

Resellers and distributors can offer their customers either End User WatchDog Premium Support, or Partner WatchDog Premium Support. This document discusses End User WatchDog Premium Support.

### Smart Wi-Fi Systems: End User WatchDog Premium Support Deliverables

End User WatchDog Premium Support provides the following to ensure the reliability and functionality of your system:

- 24x7x365 access to Ruckus technical support professionals through the Ruckus Support Web, phone, and chat.
- Software updates and upgrades, including bug fixes and maintenance releases, as available, for controllers and APs.
- Advance Hardware Replacement on controllers.

For most customers, End User WatchDog is all they need for high-quality support of their infrastructure. For coverage, customers must buy support on the controller and on all AP licenses installed on the controller. Customers should purchase the same term support (1, 3, 5 years) on both the controller and the AP licenses. For customers looking for faster parts replacement or for customers with APs not connected to controllers, there are additional options.

### For Access Points: WatchDog AP Advance Hardware Replacement (Separate Offer, Optional)

Under warranty, parts are replaced on a Return to Factory (RTF) basis. Indoor access points are sold including a limited lifetime warranty. Outdoor access points are sold with a 1-year warranty. [Click here for Warranty FAQs.](#)

In the unlikely event of a hardware failure, customers may benefit from the additional speed and convenience offered through the WatchDog AP Advance Replacement service. This service can be purchased as an add-on to the End User WatchDog Premium Support offer.

### End User Standalone Access Point Support (Only for Access Points not Connected to a Controller)

For Access Points that are not connected to a controller, Ruckus provides a full suite of deliverables with Standalone Access Point Support, including:

- Ruckus Support Web access, plus phone and chat support.
- Software updates and upgrades, as available
- Advance Replacement on Access Point hardware.

Note that the End User Standalone Access Point Support should only be purchased by customers who don't have their access points connected to a controller.

### Additional Details on Deliverables

Web, Phone, and Chat support. Ruckus Web support is available at <http://support.ruckuswireless.com>, and contains comprehensive product information including information available only to Premium Support customers.

Technical support from a Ruckus Technical Support Engineer is available via phone or chat. Telephone calls are answered by a customer service agent who collects initial information and assesses the severity of the situation in order to set appropriate priorities.

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## Software Updates and Upgrades

Ruckus software products are covered by a 90-Day Warranty. During the first 90 days following shipment of the hardware product from Ruckus, customers are entitled to upgrade to the latest software release which may include bug fixes that enable the Product to perform as stated in the then-current documentation. After 90 days, Watchdog Premium Support customers will receive software upgrades, as available, for the applicable hardware for the term of the support contract.

Software documentation is accessible via the Ruckus Support Web Site, <http://support.ruckuswireless.com>.

## Advance Hardware Replacement

WatchDog Premium Support customers are entitled to advance hardware replacement for a failed controller unit in advance of return shipment. Premium support customers must ship failed unit(s) to Ruckus within fifteen (15) business days from the date of receipt of replacement product(s). Ruckus reserves the right to bill customers for units not shipped within this time. The replacement unit may be either refurbished or new, at the option of Ruckus.

WatchDog AP Advance Hardware Replacement Customers are eligible to receive advance AP replacement for a failed unit. AP Advance Hardware Replacement customers must ship failed units to Ruckus within fifteen (15) business days from the date of receipt of replacement product(s). Ruckus reserves the right to bill customers for units not shipped within this time. The replacement unit may be either refurbished or new, at the option of Ruckus.

Within North America, replacement shipments requested by 3 PM Pacific Time Monday through Friday are made via overnight service to arrive next business day. Outside of North America, replacement shipments are made via overnight service within two business days; actual delivery times will vary.

With Advance Replacement, Ruckus pays for shipment of both the replacement unit and for return of the failed unit. Customers who do not ship failed units back to Ruckus within fifteen (15) calendar days are liable for the full retail value of the replacement unit.

## End User Support Summary

	For Smart Wi-Fi System Support	Optional HW Replacement Offer	APs Not Connected to Controllers
Support Offer	WatchDog Premium Support	WatchDog AP Advance Replacement	Standalone AP Support
<b>Support Deliverables</b>			
Phone/Web/Chat support from Ruckus Engineers	24x7x365	N/A	24x7x365
Support Web Access	Premium	N/A	Premium
Advance Hardware Replacement	Controller only	AP only	AP only
Software Updates and Upgrades, as Available	Controller and attached APs	No	Yes, AP only
Duration	One year minimum, multi-year discounts available	One year minimum, multi-year discounts available	One year minimum, multi-year discounts available

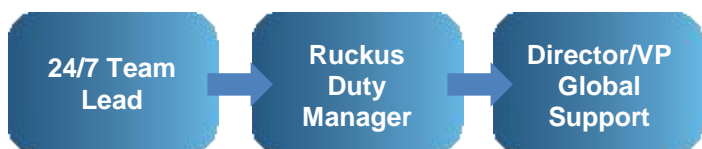
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## Ruckus Escalation Procedures

### Escalation flow

If a customer requires an immediate update on the status of a support issue, the customer can request Ruckus Support to engage the Duty Manager at any time. The escalation path is shown below.



## Ruckus Management Notifications

	P1	P2
Technical Support Managers	30 Minutes	2 Hours
Technical Support Director and VP Global Support	2 Hours	1 Day

Notifications are fully automated through the CRM system

## CASE PRIORITIES AND SLAs

### Ruckus Support Case Priorities and Service Level Agreements

	P1 – Critical	P2 – High	P3 – Medium	P4 – Low
Priority Description	Network service is down and business is impacted. No known workaround	Network or service is impacted but not down. Business impact may be high. Workaround may be available.	Network or service is moderately impacted but most business remains functional.	Request for information, product documentation, or product enhancements.
Initial Response time (Pending Ruckus Action)	Within 30 Minutes	Within 2 Hours	Within 1 Day	Within 1 Day
Customer Update Frequency	Every 1 hour	Every 12 hours	Every 1 Day	Every 3 Days

All hours and days are calendar hours and days.

## Ruckus Contact Information

Name	Role	Contact Details
TAC Center	Primary Contact Point for all support related issues	<p>Phone contact is the preferred method for P1/P2 and web portal/chat for other issues</p> <p><a href="https://support.ruckuswireless.com/contact-us">https://support.ruckuswireless.com/contact-us</a></p> <p>Support Portal includes live web chat, knowledgebase, technical forum, product manuals, RMA initiation and access to software updates</p>

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## ADDITIONAL SUPPORT DETAILS

### Hardware Repair/Replacement

#### Return to Factory (RTF) service

All returns must be authorized and assigned Return Materials Authorization (RMA) numbers in advance by a Ruckus Technical Support Engineer. To begin the RMA process, contact Ruckus Technical support via the web portal, chat, or phone. Be prepared to provide serial number(s) and a description of the problem. See <https://support.ruckuswireless.com/cases/new> for full details. Note that you will need a login.

#### Advance Replacement, If Applicable

- U.S./Canada and EU Customers: Advance replacement units are shipped within one (1) business day Monday through Friday PST via overnight shipment.

Delivery times will vary for locations outside of the U.S., Canada and EU.

#### Warranty Guidelines

The most updated Ruckus Warranty terms can be found at:

<http://support.ruckuswireless.com/warranty> and a Warranty FAQ can be found [here](#).

### Ruckus Support Locations

Ruckus Support Operations are headquartered in Sunnyvale, CA, and we have a well-established Technical Center of Excellence in Bangalore. We have physical support labs in Sunnyvale and Bangalore, and have virtualized those labs to provide worldwide access if needed by our distributed support engineers. These organizations are supplemented remotely by well-seasoned and veteran support engineers in the following locations: Boston, Miami, Mexico, Netherlands, Spain, UK, South Africa, Malaysia, Shanghai, Shenzhen, Australia, Hong Kong, and Singapore.

Corporate Headquarters are located at:

#### Ruckus Wireless

350 West Java Dr. Sunnyvale, CA 94089  
USA  
(650) 265-4200

## ORDERING INFORMATION

Ruckus End User WatchDog Services are available globally. For details, please contact your local Ruckus sales manager.

The descriptions herein are provided for reference purposes only and summarize the offers of the End User WatchDog Support Program. The Ruckus terms of service for such offering shall be solely set forth in the Ruckus WatchDog Support Services terms.

### About Ruckus

Ruckus Wireless (NYSE: RKUS) is a global supplier of advanced wireless solutions for the rapidly expanding mobile Internet infrastructure market. The company offers a wide range of indoor and outdoor "Smart Wi-Fi" products to mobile carriers, broadband service providers, and corporate enterprises, and has over 65,000 end-customers worldwide. Ruckus technology addresses Wi-Fi capacity needs driven by the massive adoption of mobile devices such as smartphones and tablets. Ruckus invented and has patented state-of-the-art wireless voice, video, and data technology innovations to ensure consistent and reliable distribution of delay-sensitive multimedia content and services over Wi-Fi. For more information, visit <http://www.ruckuswireless.com>.

