BLADE’s Global Product Support infrastructure provides our customers with timely access to BLADE’s search tool to access our knowledge base for existing solutions to problems, and to our technical support engineers. BLADE is committed to customer satisfaction.

Our global support team strives to provide highly responsive, best in class support needed to resolve complex and challenging technical issues in a timely manner.
Premium SUPPORT PROCESS DESCRIPTION

The following narrative provides additional contact details to assist you in following the support process.

You can access the BLADE search tool at http://support.bladenetwork.net/kse
You can then review and apply solutions to similar operational problems.
If there is no acceptable solution:

**Premium Customers**

If you are a premium customer, you will be required to register to obtain a confirmation code. You will then access a screen and will be asked to provide the required problem information so you can open a case.

**EMAIL**

Open a case via email:
Send email to support@bladenetwork.net
Refer to the required information below.
A case number will be assigned to your email request
The case number will be assigned to the next available global product support engineer for timely follow-up and resolution.

The format of the email should include:
1  Subject/Brief problem description:
2  Priority:
   •  P1 (Complete Network Down; Level 1 Emergency),
   •  P2 (Business Critical/ Level 2 Emergency)
   •  P3 (Major Case)
   •  P4 (Minor Case)
3  Company/Site/Location:
4  Customer or SNA contact:
5  Best local time to reach:
6  Customer email address:
7  Customer phone contact:  Desk:  Mobile:
8  Switch/Product type:
9  Software release version:
10 Product Serial Number:
11 Work (troubleshooting) done to isolate issue:
12 Steps to recreate problem:
13 Case attachments:
   • Technical Support Dump
   • /maint/tsdmp for AOS
   • “show tech” for is ISCLI
   • diagrams
   • traces

PHONE
If you are a BLADE Premium customer you may open a case via phone:
The phone reporting method is ONLY for Premium Support Customers
Dial:    Toll free number for North America 1-800-414-5BNT (1-800-414-5268)
OR For other countries +1 408-834-7871
New cases will be given a case number and assigned a BLADE support engineer. You can view
your case status at any time via the Customer Support System.

Case Priority Descriptions

Priority 1: Complete Network Down / Level 1 Emergency

P1 or complete service and/or product outages are problems that severely affect service,
capacity/traffic and maintenance capabilities. P1 events require immediate corrective action,
regardless of time of day, or day of the week. Customer provides 24/7 access to resources
including access to system if needed. BLADE responds within 1 hour from the customer call.
Both BLADE and Customer Management at all levels are informed and engaged.

Priority 2: Business Critical / Level 2 Emergency

P2 are problems where a configurable feature set, topology or part of the running configuration
are not completely functional causing critical business impact resulting in loss or severe
corruption of data. BLADE responds within the same business day from customer call.
Customer provides appropriate access to resources. Both BLADE and Customer Management
are kept informed and engaged.

Priority 3: Major Case

P3 problems are major network issues requiring immediate attention where part of the feature
is not completely functional. The issue is not Business Critical but the network performance is
impaired. BLADE responds within one business day.

Priority 4: Minor Case

P4 problems do not significantly impair the functioning of the system and do not significantly
affect service to Customers. These problems are tolerable during system use. BLADE responds
within two business days from the customer call.
An experienced BLADE support engineer will be assigned to each priority 1 and 2 case to
quickly resolve customer high priority issues.
Experienced BLADE support engineers will rapidly solve most cases and review the solutions with the customer. However if the customer reported issue is a software or hardware product defect, the case may have to be escalated to either a BLADE design team or the RMA team for resolution.

**ESCALATION**

If you are not satisfied with the case resolution progress they can escalate the case to BLADE global product support management via the following escalation process.

**ESCALATION PROCESS**

Contact your BLADE support engineer and request he/she escalate your case. This informs the support engineer you are escalating the case. BLADE support management will contact you within one business day.

- If you have not heard from BLADE support management within one business day then look up the contact information for region leader listed in your premium services agreement. Contact the BLADE region support leader and indicate that you have informed the support engineer that you will be escalating a support case.
- If there is still no satisfactory progress on the case within two business days, then, for Premium Support Customers only:
  - Contact the BLADE Support Director at the following phone number Monday-Friday 8AM to 6PM Pacific Standard Time: 1-408-886-5017

**Note:** While case escalation will increase attention and resources on the case, it may not automatically change the initially assigned priority level. If the priority level of the case becomes inappropriate over time, it may be raised by mutual agreement between the Support Team and the Customer.

To ensure customer satisfaction, BLADE support engineers will review each resolved case with the customer and officially close the case.