



## Customer Support Services - Ericsson Products

Precision Technic Nordic (PTN) & Ericsson Television (ETV) offers flexible solutions for support to address different product deployments, markets and varying customer capabilities.

Backed by Ericsson's global presence, proven expertise and awareness of local market needs, our Customer Support Services offering includes:

### ***Standard 1 year warranty***

The standard warranty includes HW/SW repair and access to the HelpDesk with no committed Key Performance Indicators (KPI)

Repair Turn Around Time (TAT) with no commitment. Shipment costs covered by ETV.

### ***Enhanced Product Repair***

The *Enhanced Product Repair* is designed for deployments where the end customer has limited support needs and is largely aimed at box level sales. The service level provides cost-effective insurance in the event of a hardware failure. Repair of hardware faults, Return Materials Authorization (RMA) processing with Ericsson's fastest turnaround time on repairs, and bug fixes are included. Repair Turn Around time (TAT) is max. 10 business days from when the unit arrives at repair location, to the time it is ready to be shipped back. Additionally, the channel partners have access to Ericsson's global online support platform that is provided for RMA and ticket tracking, submitting services requests, and accessing standardized reports. *Enhanced Product Repair* is the perfect companion to every black box sale.

### ***Premium Support***

For system deployments and many black box sales, the Channel Partner, the end customer or both need the scope of support and level of service assurance that is provided.

*Premium Support* offers the highest level of remote support available. It combines remote diagnostics and support, unlimited hardware repairs, bug fixes, access to software maintenance releases and updates, 24x7 emergency support, and committed KPIs. It is designed to support the Channel Partners' frontline or on-site efforts supporting their end customers.

### ***Premium Flex Support***

*Premium Flex Support* allows you to choose from an itemized menu of support services based on the needs of a particular customer engagement. Customers have the choice of 8x5 business hours remote support with the highest available KPIs for issue response and resolution, 24x7 remote diagnostics support with all hours assistance for emergency customer issues, software maintenance updates, on-site support, or a combination of all support services.

With *Premium Flex Support*, customers can choose as little or as much support services as they require on a deployment-by-deployment basis. It enables the Channel Partners to provide a modular support foundation until they can fully determine their, or their end customers, support needs for a particular deployment.



Support Services	Standard 1 Year Warranty	Enhanced Product Repair	Premium Support	Premium Flex Support
Hardware repair no TAT commitment (ETV covers shipping costs)	X			
Hardware repair TAT max.10 B. days (ETV covers shipping costs)		X	X	
Bug Fixes	X	X	X	
Online RMA Tracking		X	X	
Reporting		X	X	(X)
8x5 Business hours support			X	(X)
Remote diagnostics			X	(X)
Online support platform			X	(X)
24x7 Emergency support			X	(X*)
Software version updates			X	(X)
On-site support services				(X)

\*Available when combined with 8x5 business hours support

Pricing Enhanced Product Repair		
<b>1%</b> Of product price during standard warranty period	<b>3%</b> Of product price per annum outside of warranty	<b>6%</b> Upfront, of product price with 3 year commitment

Pricing Premium Support		
<b>3%</b> Of product price during standard warranty period	<b>5%</b> Of product price per annum outside of warranty	<b>10%</b> Upfront, of product price with 3 year commitment

Pricing Premium Flex Support		
8x5 Business hours support <b>2%</b> of product price per annum	24x7 Emergency Support <b>1%</b> of product price per annum on top of 8x5 support	Software updates <b>1%</b> of product price per annum

On-site support services are in blocks of 5 days at country specific daily rates.

**Last updated March 2016**