



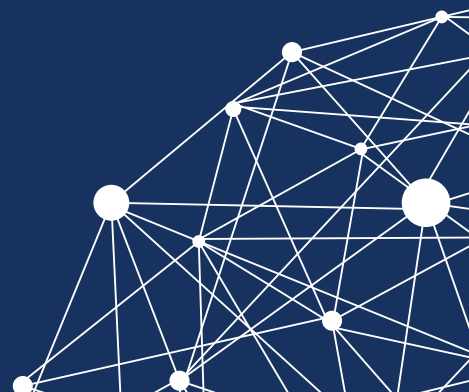
STORDIS

The Open Networking Expert



#OPEN2SUPPORT
Service Level Agreements

Need Any Help?
We Are #Open2Support You!





STORDIS
The Open Networking Expert

#Open2Support
Service Level Agreements (SLA)

Your Service Options

Manufacturer Warranty

Standard Hardware Warranty

All products are covered by the standard manufacturer warranty that comes included with the purchase. This usually includes Return-to-Factory repair and replacement service, in case there are any defects within the warranty period.

Extended Hardware Warranty

STORDIS offers to extend the standard hardware warranty for an additional fee, so that you can have up to 5 years of hardware warranty.

Service Level Agreements

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STORDIS offers three types of Service Level Agreement as an extension to the manufacturers' standard or STORDIS' extended hardware warranty. All customers are supported by highly qualified specialists from STORDIS or experienced and trained support partners. These SLAs are available for Open Networking Bare Metal Switches.

#OPEN2SUPPORT Smart

Availability from 8 am–5 pm**, 5 business days a week (Mon–Fri) and an advanced exchange service of defective hardware on the next business day. Any required spare parts as well as transportation costs are covered with this Service Level Agreement.

#OPEN2SUPPORT Advanced*

Availability from 8 am–5 pm**, 5 business days a week (Mon–Fri). Our specialists will support you with software and hardware problems. If a problem cannot be solved remotely, a replacement part will be shipped out. The replacement part will arrive within the next business day at your location. Any required spare parts, resource and transportation costs are covered within this Service Level Agreement.

#OPEN2SUPPORT Premium*

Availability from 8 am–5 pm**, 5 business days a week (Mon–Fri). Our specialists will support you with software and hardware problems. If a problem cannot be solved remotely, a technical specialist from STORDIS or one of their Support Partners will be dispatched to resolve the problem on-site on the next business day. Any required spare parts are covered with this Service Level Agreement.

**Please request for availability in your region*

***German/UK local time*

Feature	Smart	Advanced	Premium
Availability, 8 am–5 pm, 5 business days	✓	✓	✓
Hotline and Remote Support, 8 am–5 pm, 5 business days	✗	✓	✓
Hardware Advanced Exchange, Next Business Day	✓	✓	✓
On-site Support, Next Business Day	✗	✗	✓

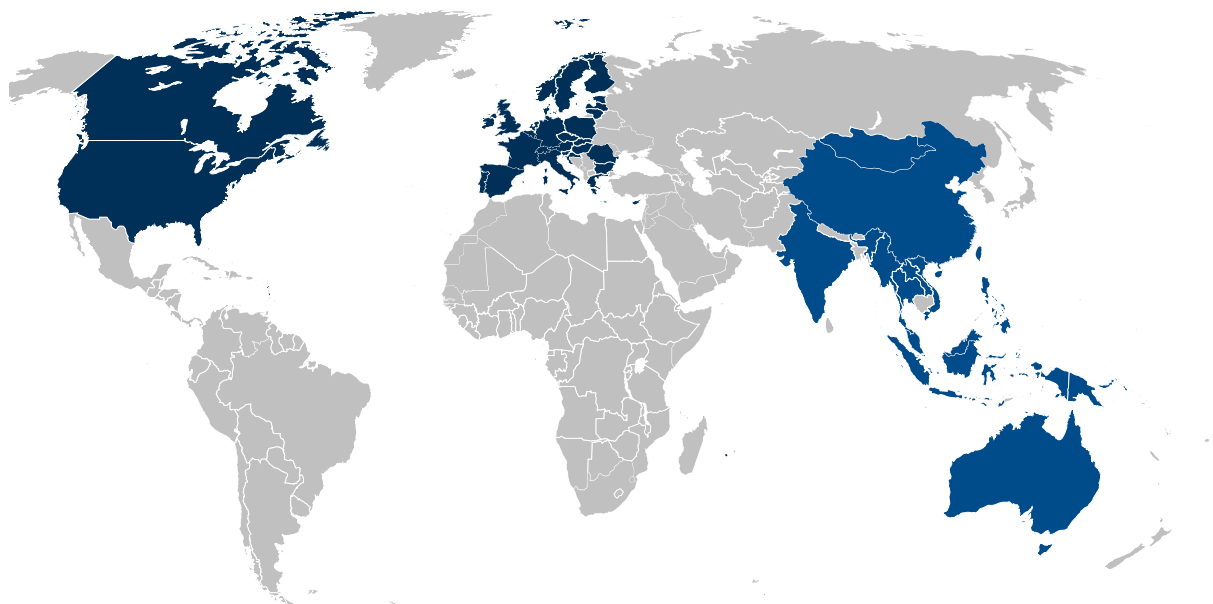


Details

SLA Feature Details

Feature	Description
Availability	Members of STORDIS will be available as a first line of contact via phone or mail, during business hours, Monday–Friday, 8 am–5 pm** (except bank holidays and company shutdowns).
Hotline and Remote Support	A qualified specialist will support you in fixing any software or hardware problems. The support hotline and remote support service is available during business hours, Monday–Friday, 8 am–5 pm** (except bank holidays and company shutdowns).
Hardware Advanced Exchange	If a defect is reported before 1 pm**, a replacement part will be shipped out to the customer and will arrive within the next business day. All replacement parts and shipping costs are covered by STORDIS.
On-site Support	If a problem can not be solved remotely, a technical specialist from STORDIS or one of their support partners will be dispatched to solve the problem on-site on the next business day. The on-site service is available Monday–Friday, 8 am–5 pm** (except bank holidays and company shutdowns).

Support Coverage



■ Next business day

■ 2–3 business days

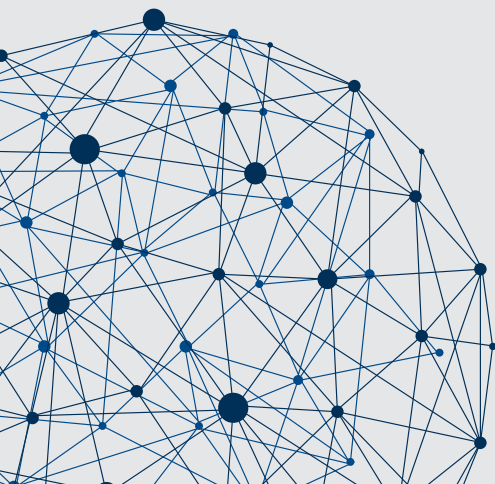
■ Please request

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Get in touch with us
+49 (0)711 34 21 58 0
support@stordis.com
Mon–Fri, 8 am–5 pm



STORDIS
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