



## **Express**

### ***Hardware Replacement and Technical Support***

For customers who install and maintain their own network hardware, 3Com Express is a sound choice: the service includes advance shipment of replacement hardware, telephone support, and software updates. Designed to supplement a mature in-house support organization, Express provides easy access to 3Com's distributed logistics centers and technical expertise.

### **Key Features**

- Telephone support with one hour response
- Advance hardware replacement
- Door-to-door delivery of replacement products
- A simple returns procedure using 3Com's extensive logistics infrastructure
- One predictable annual fee for unlimited telephone support, hardware repair and software upgrades
- Service enhancements to include 8 or 4 hour replacement
- Latest software updates
- Assurance of quality

### **Benefits**

#### **Single Payment**

Planning and budgeting for network maintenance are simplified with 3Com's Express service. Should a hardware failure occur, the repair or replacement process is already established and paid for, resulting in simple, fast response and peace of mind. The European offering even includes freight and duty costs for supported products within the European Union.

#### **Telephone Support**

One hour response from receipt of initial call gives you access to a qualified engineer to help with technical questions and problem solving. Assisted by a sophisticated call tracking database, a streamlined escalation process, and a fully staffed problem replication and interoperability lab, 3Com technical services engineers are well equipped to respond to your calls quickly and effectively.

#### **Advance Hardware Replacement**

Advance hardware replacement begins with a telephone consultation, during which a 3Com technical support team verifies the source of your network's problem. If hardware repair is required, 3Com will ship you a replacement unit to arrive within 24 hours.

## **Simple Procedures**

Our logistics infrastructure incorporates shipping centers and an extensive parts distribution network. In many areas, 3Com can arrange collection of the returned product from your premises. Enhanced 8 and 4 hour response times are also available in designated locations.

## **Software Updates**

Ensures that you automatically have access to the most current versions of your 3Com software, thus protecting your initial software investment and optimizing your network's performance and functionality.

You can select from upgrades which deliver major new changes to your software's functionality, and maintenance releases which improve software performance and include minor enhancements.

To give you maximum flexibility the service allows you to select only the upgrades you require to combine network stability with an informed upgrade strategy. Information sent to you prior to software release will assist you in making the most appropriate decision for your business environment.

You will receive one copy of the software type required and a grant of license to the number of products paid for under the service. In addition, corresponding release notes, installation instructions and user manuals, as appropriate, will be received. Delivery dates will be provided with each release notification.

## **Term**

One year, with annual renewals. Calls are unlimited during the term of the agreement.

## **Hours of Coverage**

Local business hours from Monday to Friday, excluding public holidays. Extended hours are available. Please call your local 3Com office for details. Telephone numbers are shown overleaf.

## **Eligibility for Support**

In our efforts to upgrade and enhance our service and support operation worldwide, please note that service offerings may, from time to time, vary by region. To ensure that our commitments can be met in your area, please call your local 3Com office for further information. Telephone numbers are shown overleaf.

## **Pricing Details**

Please contact your local 3Com office for more information. Telephone numbers are shown overleaf. In the USA and Canada, please contact your 3Com account executive or call 1 800 876 3266 and select Option 3.

For a copy of terms and Conditions please contact your local 3Com office.

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*Founded in 1979, 3Com pioneered the data networking industry. Today, 3Com offers customers a wide range of global data networking solutions including switches, routers, hubs and adapters plus extensive service offerings for Ethernet, Token Ring and high speed networks.*

*3Com is committed to resolving problems to your satisfaction, and in the shortest time possible. Whichever service you choose, you can be assured that 3Com will provide outstanding service and support, unparalleled in the networking industry. Service and support. Helping customers build and maintain global data networks.*

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