



## **InfoPAK**

### ***Expert Technical Phone Support Benefits***

InfoPAK is a telephone based technical support service that aids your in-house support staff in resolving problems quickly and effectively. Calls are promptly answered by 3Com's customer service representatives, who are specially trained to analyze service requests and route them to the appropriate technical services engineer. Assisted by a sophisticated call tracking database, a streamlined escalation process, and a fully staffed problem replication and interoperability lab, these engineers are well equipped to respond to your calls.

### **Key Features**

- Response within one hour from receipt of initial call
- One predictable annual fee
- 24 x 7 support available in many areas
- Our assurance of quality

### **Benefits**

#### **Cost-Effective Resource Management**

The InfoPAK telephone support service helps you to manage support workloads. InfoPAK allows you to use your time efficiently by contacting 3Com's fully qualified support team to resolve difficult network problems quickly and effectively. This allows your staff to concentrate on other issues yet ensures that network downtime is kept to an absolute minimum. Customers are guaranteed a response within the hour from the receipt of the initial call.

#### **Call Escalation Plus Full Technical Support Capability**

From the moment we log your call, 3Com's resources are on hand to quickly resolve any technical problems you may have. Expert engineers will work to offer a fast response by replicating your problem in our local labs, or in our interoperability labs where appropriate. The labs are fully equipped with the latest test equipment plus an extensive range of products from leading networking manufacturers. This ensures that we can provide fast, cost-effective solutions to customer problems, minimize downtime and reduce maintenance costs.

#### **Term**

One year or until the resolution of 12 incidents, whichever comes first. Subsequent calls related to the same problem situation are counted as a single incident.

#### **Hours of Coverage**

Local business hours from Monday to Friday, excluding public holidays. Option to extend to 24 x 7 hour support is available in many areas, for an additional charge. 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**

To place an order or for more information, please contact your local 3Com office. 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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### **3Com Corporation**

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