



Feeling the stress of managing your critical network? With RAD Support Service Packages, You Can Rest Easy...



The realities of today's complex networks make managing them a difficult job. Unpredictable network interactions, configuration changes and WAN outages can cause network impairments that are very hard to diagnose and repair.

Fortunately, RAD's team of technical experts is always available to assist in managing your critical network.

To complement your equipment purchase, RAD offers a suite of installation, configuration and maintenance services. Available packages range from basic to enhanced service, with three graduated levels to choose from. Whatever your needs, RAD has a support package to match them.

With RADcare, you can rest easy, knowing your critical network is protected.

Benefit from these RADcare features:

- Access to RAD's team of technical experts
- 24/7 phone access for critical support issues
- Next business day replacement part shipments
- Priority call handling
- Software updates
- Warranty coverage & repair
- On-site spares
- On-site technician dispatch when required



data communications
The Access Company

RADcare Service Packages

RAD equipment purchases are backed by a five-year hardware warranty and include one year of Basic Service that provides business-hours phone support for minor service issues, along with software updates. Customers can upgrade and extend their support entitlements by subscribing to one of RAD's enhanced packages, and are rewarded with significant savings for purchasing multi-year plans upfront (1-5 year contracts available). Choose the support level that best fits your needs:

	Hardware Warranty	Software Updates	9x5 Basic Phone Support	24/7/365 Phone Support	Priority Call Handling	eSupport & FAQ Database	NBD Parts Shipment	On-Site Spares	4-Hour On-Site Support
Basic Service	✓	✓	✓						
RADcare Level 1	✓	✓		✓	✓	✓			
RADcare Level 2	✓	✓		✓	✓	✓	✓		
RADcare Level 3	✓	✓		✓	✓	✓	✓	✓	✓

Details: RAD products (except optical SFPs/XFPs and cables) include a standard five-year hardware warranty. One year of Basic Service is included in the purchase price of all RAD equipment. Warranty and support can be upgraded and/or extended via the purchase of a RADcare service contract. Software updates are for covered product(s) only. 9x5 Basic Support is limited to diagnosing potential RAD equipment issues and minor configuration assistance. Calls to the Technical Assistance Center (TAC) from RADcare Level 1, 2 or 3 customers take priority over calls from those without a RADcare contract. On-site spares are RAD-owned but housed at customer site(s). One spare is provided after the 4th regularly purchased unit and every 20 thereafter.

Online eSupport System

The RADcare Level 1, 2 & 3 plans include access to RAD's online eSupport center. The simple, user-friendly system is divided into the Technical Information Center (TIC) and the Technical Assistance Center (TAC), and offers the following tools and services:

- Frequently Asked Questions (FAQs)
- Technical updates
- Trouble-ticket entry and tracking

Additional Services

In addition to the RADcare maintenance plans described above, RAD also offers the following support services:

- Remote configuration
- Equipment staging
- On-site installation & product training
- Web-based product training
- As-needed on-site support

For a price quote or more information about RADcare packages, contact us via:
 Email: RADcare@radusa.com
 Telephone: (800) 444-7234, option #4
 Web site: www.RADcare.com

