

IPANEMA LOGISTICS AND SUPPORT SERVICES

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1. INTRODUCTION

Ipanema offers three families of logistics and support services:

- Logistics services (pre-configuration, shipment, on-site installation)
- Support services (level 1, 2 and 3)
- Hardware maintenance services (Advanced replacement, On-site swap)

Services are delivered either directly by Ipanema or through certified Ipanema partners.

Logistics Services	Pre-configuration (1)	Central location delivery (drop shipment) (1)	On-site shipment (drop shipment) (1)	On-site installation (2)
LS1	X	X		
LS2	X		X	
LS3	X		X	X

(1) Services are delivered directly by Ipanema

(2) Services are delivered through certified Ipanema partners

Support Contract	Ipanema Support Level 3 (9hx5d) (1)	Hardware Maintenance: advance shipment Next Business Day (1)	Support Level 1 and 2 (24hx7d) (2)	Hardware Maintenance: On-site swap Next Business Day (2)
Silver	X	X		
Gold		X	X	
Platinum			X	X

(1) Services are delivered directly by Ipanema

(2) Services are delivered through certified Ipanema partners

2. LOGISTICS SERVICES

There are 3 types of Logistics services:

- LS1: central location delivery to partner or to end-user (drop shipment)
- LS2: pre-configuration + on-site shipment (drop shipment)
- LS3: pre-configuration + on-site shipment + installation

2.1 LS1: central location delivery

Ipanema will deliver equipment to a partner's or customer's designated central site. Pre-configuration, on-site delivery and installation to be performed by the partner or the customer.

Incoterm: DDU (Delivery Duty Unpaid).

2.2 LS2: pre-configuration + on-site shipment (drop shipment)

Ipanema will deliver pre-configured equipment to customer's sites. Installation to be performed by the partner or the customer.

Incoterm: DDU (Delivery Duty Unpaid).

2.3 LS3: pre-configuration + on-site shipment and installation

Ipanema will deliver pre-configured equipment to the customer's sites. Installation will be performed by an Ipanema certified partner.

Incoterm: DDU (Delivery Duty Unpaid).

Desired date and time for installation:

- Ten (10) Business Days advance notice is required for standard countries.

Installation hours:

- Standard pricing is for installation between 09:00 hrs to 18:00 hrs, Monday to Friday
- + 15% uplift when installation occurs between 18:00 hrs to 22:00 hrs
- + 25% uplift when installation occurs between 22:00 hrs to 09:00 hrs
- + 50% uplift when installation occurs between 08:00 hrs and 20:00hrs on Saturday (option to be checked on demand)

3. SUPPORT SERVICES

3.1 Support level definitions

Support Level 1 - Client satisfaction and problem verification

- Providing initial client contact
- Establishing problem logs and tracking
- Resolving installation inquiries
- Providing “how to” support
- Determining if an issue is documented
- Maintaining configuration knowledge
- Maintaining high level of client satisfaction

Support Level 2 - Problem trouble-shooting and work-arounds

- Working with the client to duplicate and reproduce problems
- Providing internal problem determination and verification
- Performing remote diagnosis
- Supplying and testing product fixes
- Supplying new product releases
- Offering product and technical expertise

Support Level 3 - Bridge with R&D

- Isolating, tracking and fixing defects
- Technical evaluation and allocation of defect reports within R&D
- Providing product fixes if and when deemed necessary
- Providing maintenance releases
- Providing new product releases

3.2 How to contact Ipanema Technical Support Center?

If you face difficulties using an Ipanema Technologies product, we will make our best efforts to solve them as soon as possible with minimum impact on your personal activity and your company’s business.

Along with your license, you will be given the email address and phone number of the Technical Support Center.

Supported language: English and French

When calling Ipanema Support, please provide your name, company, phone number, system ID and the severity level of your call.

3.3 Working days and hours

Working days and hours are Monday to Friday, from 09:00 hrs to 18:00 hrs.

During French public holiday (Monday to Friday) Ipanema support is available from 09:00 hrs to 18:00 hrs, except 25th December and 1st January.

Delays indicated in this document correspond to working days and hours.

3.4 Severity Levels

We encourage a self evaluation of the severity level, according to following definitions. Do not hesitate to require a severity level modification by calling the Technical Support Center.

Severity 1 Critical Business Impact	Severity 2 Serious Business Impact	Severity 3 Minor Business Impact	Severity 4 No Business impact
- The system in operation is severely or totally affected	- The system in operation is able to work in a partial manner - The system in operation is unstable and requires periodical reboots.	- The system in operation has problems which do not affect its main functions.	- General information request (installation, configuration, doc., etc.) - Request for product improvement.

For severity level 1 and 2: Ipanema Technologies and the customer agree to dedicate full time and all the necessary resources to solve the problem. Ipanema top priority is to restore/improve service, not to debug the problem.

For severity level 3 and 4: Ipanema Technologies and the customer will use their technical resource in order to restore an acceptable level of service or bring relevant information.

3.5 Problem handling methodology

The following process will be used by the Ipanema Support Centre to handle open support cases:

- According to the indicated problem, the call is directed to a specialized Support Engineer.
- A severity 1 call is directly transmitted to the Support Engineer; less severe problems may be put in a waiting list.
- A severity 1 call is directly handled by the Support Engineer, until it is solved. Both Ipanema Support Center and the Customer are involved in the problem resolution.
- For a severity 2, 3 or 4 call, you may be either called back or contacted by email (see call back delay below).

3.6 Problem handling methodology

The problem management process is made of three steps:

- Step 1: call/email handling
- Step 2: problem analysis and resolution
- Step 3: escalation procedure

3.6.1 Step 1: Call/email handling

How my call will be handled?

You will be asked for your Ipanema System ID (look at the “about” menu of ip|boss), and for a short problem description. Your call will then be transmitted to one of our Support Engineer for initial problem analysis and severity determination.

The Support Engineer will also check the call according to your support contract information (authorized name, phone number, etc.).

Please be prepared to communicate all information relevant to your Ipanema system configuration: system release, ip|boss operating system (NT, 2000, 2003, Solaris, etc.), ip|engine models...

What will happen with my call?

An entry will be created in our support management system and a problem number allocated, along with the severity level (see above). The severity level defines the problem solving procedure. Date and time entered in the support management system will be used as the reference in further steps.

As soon as all relevant information is entered, the Support Engineer will begin problem analysis. Depending on the problem, you may be required to supply further information like log files, traces, dumps, etc...

Who takes care of my problem?

In most cases the Support Engineer who handled your problem first will attempt to provide a resolution. You will be informed if your problem is reallocated to another Support Engineer.

What tools are used by the Support Center to solve the problem?

Ipanema uses advanced tools to analyze and reproduce your problem (reference system with all the supported software release, traffic and transaction generator, network simulator, etc.).

Where relevant and available, system Traces and dumps could be used for a better understanding of your problem.

To simplify and accelerate problem identification, we encourage a VPN or modem/ISDN access to your station for remote control of your ip|boss and ip|reporter application.

Call Back delay

	Email	Phone
Max call-back delay or Acknowledgement	2 hours	1 hour

3.6.2 Step 2: Problem qualification and resolution

What is the problem resolution methodology?

Depending on the initial problem qualification, the Support Engineer may:

- Supply you with instructions or references to the system documentation;
- Collect all necessary elements for problem analysis and resolution (log files, dumps...);
- Try to reproduce the problem in our labs;
- Propose workaround instructions;
- Decide whether the problem resolution warrants the delivery of an available software patch or upgrade;
- Open a Problem Report and/or a Change Request to the R&D department.

The Support Engineer supported by the Support Manager may decide upon a specific plan to resolve your problem. The Support Engineer will still be in charge of your problem and remains as your primary contact.

The two tables below show the target to restore the service and solve the problem.

Target to restore the service:

	Severity 1	Severity 2	Severity 3
Target to restore	1 day	2 days	10 days

Target to solve the problem:

	Severity 1	Severity 2	Severity 3
Target to solve	3 days	10 days	Next release

3.6.3 Step 3: Escalation procedure

Delay for automatic escalation

The support management system provides for automatic escalation in the event of over runs to the target resolution.

	Severity 1	Severity 2	Severity 3
Support Manager	2 hours	1 day	2 days
Product Manager	4 hours	2 days	5 days
Executive Director	1 day	5 days	-

Severity 1: the Support Manager is automatically informed after 2 hours. He can help the Support Engineer and agree a resolution plan, allocating resources according to the nature of the problem. After 4 hours, the Product Manager is alerted to unsolved incidents. The Executive Director in charge is informed within one day.

Severity 2 and 3: same procedure, with different delays.

How can I trigger the escalation?

Throughout the resolution procedure, you can contact your Support Engineer for updates. Escalation requests can be made directly to your Support Engineer .

In case of extreme urgency, you can directly contact the following Ipanema staff:

- the Support Manager;
- your Sales Account Manager.

How the Support team takes care of my problem?

Regular support reviews are held to ensure that any outstanding problems are given the necessary focus and resources to be resolved within target timeframes wherever possible.

4. HARDWARE MAINTENANCE SERVICES

Hardware maintenance services use the same Helpdesk as Support services.

These services consist of advanced replacement of faulty hardware through one of the two following options:

- On-site advance shipment NBD (Next Business Day)
- On-site swap NBD

Hardware maintenance is achieved exclusively by the replacement of faulty equipment which must be returned to an Ipanema authorized location at the customers cost (shipping costs). Ipanema Technologies will pay for the shipping cost of the replacement part to the customer location.

The main hardware return address is:

Ipanema Technologies – Maintenance Department
28 rue de la Redoute - 92260 Fontenay aux Roses - France

4.1 On-site advance shipment procedure

Upon receipt by fax of the RMA (Return Material Authorization), Ipanema will replace faulty equipment with the advance shipment of a replacement by express courier within the next business day. See RMA template in Annex.

The faulty part must then be received at an authorized Ipanema location within the next 10 business days.

4.2 On-site swap procedure

A certified technician will contact you to remove the faulty equipment and install a working one within Next Business Day of your call.

5. SUPPORT AND HARDWARE MAINTENANCE BUNDLES

To guarantee the best level of customer satisfaction, Support and Hardware Maintenance services are bundled according the following options:

Silver:

- Support: 8 x 5
- Hardware maintenance: advance shipment NBD

Gold:

- Support: 24 x 7
- Hardware maintenance: advance shipment NBD

Platinum:

- Support: 24 x 7
- Hardware maintenance: On-site swap NBD

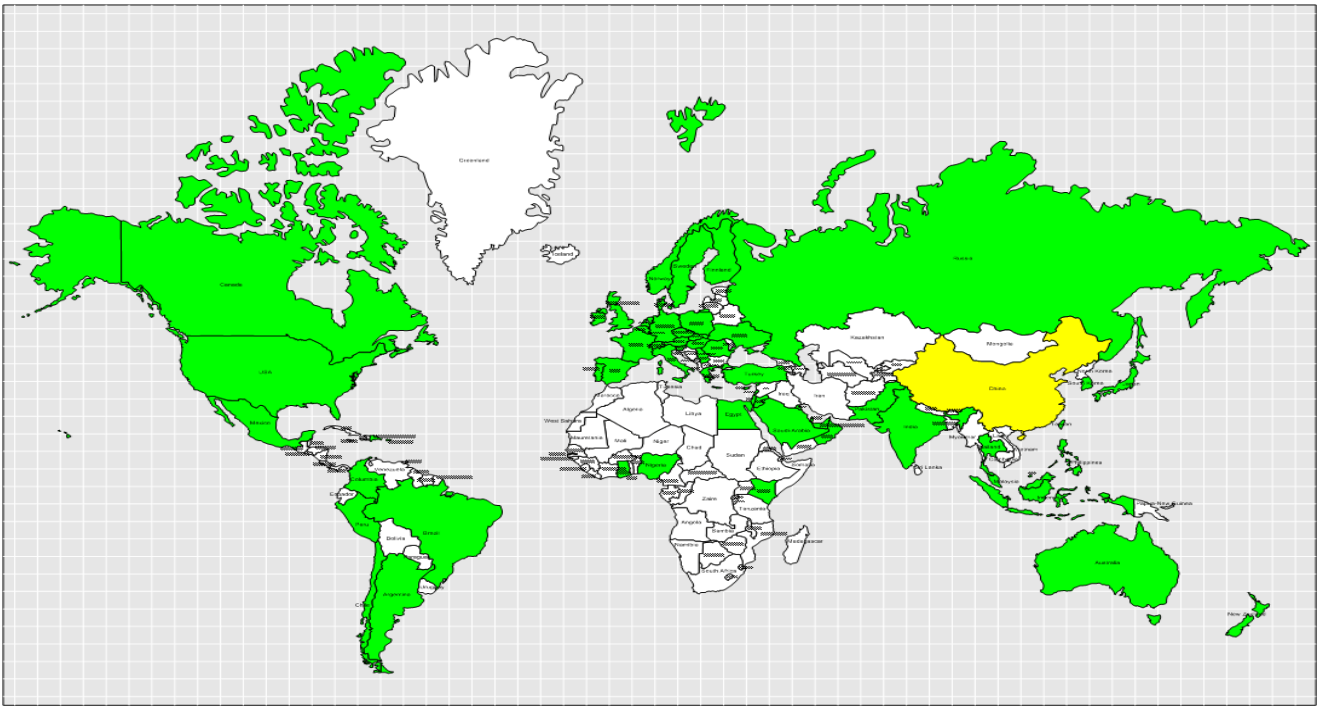
Level of Support and Hardware Maintenance must be identical for the entire Ipanema domain

6. ANNEX

6.1 On-site installation and maintenance geographical coverage

- 60+ countries as standard:

Argentina	France	Malaysia	Serbia
Australia	Germany	Mexico	Singapore
Austria	Ghana	Netherlands	Slovakia
Bahrain	Greece	New Zealand	Slovenia
Belgium	Hong Kong	Nigeria	South Korea
Brazil	Hungary	Norway	Spain
Brunei	India	Oman	Sweden
Canada	Indonesia	Pakistan	Switzerland
Chile	Ireland	Peru	Taiwan
China	Israel	Philippines	Thailand
Colombia	Italy	Poland	Turkey
Cyprus	Japan	Portugal	Ukraine
Czech Republic	Jordan	Puerto Rico	United Arab Emirates
Denmark	Kenya	Qatar	United Kingdom
Dom. Republic	Kuwait	Romania	USA
Egypt	Lebanon	Russia	
Finland	Luxembourg	Saudi Arabia	



- Other countries are available **on demand**: please contact us

6.2 RMA Document

Facsimile

RMA n°:

From	To
Name: Company: Address : Fax : Tel :	Ipanema Technologies Maintenance Department 28 rue de la Redoute 92260 Fontenay aux Roses France Fax : <u>+33 (0)1 55 52 8201</u> Tel : +33 (0)1 55 52 15 22

Dear Madam/Sir,

You need to use the Advance Replacement procedure for an Ipanema hardware product.

So that we ma process your request as quickly as possible, please provide the following information. When complete, please sign and fax this document to us as soon as possible.

With best regards,



Note:

- Don't forget to include/attach a copy of this RMA document with the returned equipment.
- Please fax a delivery note for the returned equipment with this RMA.
- Please retain a copy of this RMA, as it contains all useful information in case of claim.
- We remind that you have to pay for the shipment of the faulty equipment.

Reference	Serial n°	Qty	Delivery Note n°	Reason for return

Delivery address for the replacement equipment:

Name: _____

Date: __/__/__

Signature: _____

To find your nearest Ipanema technologies location, please go to our website - <http://www.ipanematech.com/en/contact>

ABOUT IPANEMA TECHNOLOGIES



Ipanema develops and sells next-generation solutions for application traffic management which enable enterprises to align the network with their business objectives automatically. The Ipanema System, designed from the ground up to manage both national and international Wide Area Networks (WAN), enables enterprises, telecom operators and network service providers to create repeatable, application-oriented value-added services that bring the most benefits with the lowest Total Cost of Ownership (TCO) in the WAN Optimization market space. Ipanema is used extensively by many large telecom operators as well as by large multinationals across all market segments, including banking and finance, public sector, energy, pharmaceuticals, automobile, IT and so on. For more information go to www.ipanematech.com

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