



MRV International Service & Support Programs



MRV International is proud to present our family of support and service solution programs.

Delivering value-added support for nearly 20 years has taught us that the success of any network operation depends upon a collaborative effort between both vendors and customers. Responding to this need, we have developed a feature rich family of comprehensive programs designed to provide responsive, consistent and accountable support.

How can we help you?

- Is it important that you have access to technical support professionals, to help you in the resolution of problems that relate to your MRV Communications equipment and software?
- Do you need protection from unplanned hardware maintenance costs and the guarantee that emergency replacements will be next-day shipped to you as needed?
- Would you like assistance in the planning, installation and configuration of your MRV products so things go smoothly and run at peak performance?

If the answer to any of these questions is yes, the solution is as simple as selecting one of our high content support programs. These programs are detailed on page 2 of this document and are available as either single or cost-saving multi-year agreements.

Get the benefits of support from MRV International

Whichever level of assistance you select, you'll gain the opportunity to build a support partnership with the MRV support experts.

As your support job gets easier and you have less downtime, you can simply put more productive users and a better return on your company's valuable investment.

Summary

The success of your business depends upon the availability, performance and reliability of your service and network infrastructure.

Features

- Next business day shipment of advanced hardware replacement unit
- Hardware repairs within 45 days
- Hardware warranty extension
- On site installation and troubleshooting by professional technicians

Benefits

- Full e-solution support from the MRV International Technical Assistance Center
- Full access to the latest product software and documentation refinements
- Fast advanced replacement for hardware malfunction

- How will you be able to respond when your company's success depends upon how quickly you identify and resolve a complex network problem?
- How confident are you that you can accomplish the daily tasks of planning, installation and configuration as well as the emergency and general maintenance of your evolving network and/or services?

With MRV International Service and Support solutions, you can be sure that you will have the support you need...when you need it the most.

To obtain more information, please contact our Service /Support department at:

Phone: +972-4-9936200 (International)
Fax: +972-4-9892058 (International)
Email: sa@mrv.com



Specifications

Program Type	Duration	Email Support	Phone Support	Software Subscriptions		Hardware Maintenance		On-Site Support**
				Performance updates	Feature updates	Return to factory repairs	Advanced replacement next day*	
	Single or Multi-Year	E.BH Response within 24h	E.BH Response within 24h					
Advanced Replacement	•			•	•	•	•	
Warranty Extension	•			•	•	•		
E-Support	•	•	•	•	•			
On-site support				•	•			•

* Advanced hardware replacement provides next business day shipment according to service programs procedures

** On-site support available in Europe only

Order Info	SVC-AHR-NBDS	Advanced Hardware Replacement Next Business Day Shipment service program
	SVC-WEXT-NTS / SVC-WEXT-TOS	Warranty Extension service program
	SVC-ESUPPORT	Technical Support service program
	SVC-OS-TS	On Site Troubleshooting service program
	SVC-OS-INS	On Site Installation service program

For general product ordering information contact your local MRV International representative or call +972-4-9936200, or email at sa@mrv.com

All statements, technical information and recommendations related to the products herein are based upon information believed to be reliable or accurate. However, the accuracy or completeness thereof is not guaranteed, and no responsibility is assumed for any inaccuracies. Please contact MRV Communications for more information. MRV Communications and the MRV Communications logo are trademarks of MRV Communications, Inc. Other trademarks are the property of their respective holders.