

Installation, Training and Support



Metaswitch understands that a successful deployment depends on more than just delivering a great product. That is why we assign many of our most talented engineers to provide close, personal technical support, backed up by a comprehensive hardware and software warranty, to ensure our customers' success.

Close, Responsive Support

Our exceptionally responsive approach to support is exemplified by the fact that every customer is assigned their own Primary Customer Support Engineer (CSE). This skilled team member – who in many cases was closely involved in the development of our products – is tasked with ensuring the success of the deployment, from pre-installation planning through diagnosing and resolving technical issues.

As a result of this approach, when you need assistance, instead of calling a 'support center' and reaching whoever is available, you get help straight away from someone who understands your network in detail.

“It is great to call the Metaswitch support team and find a wealth of knowledge and understanding.”

— Kevin Keaveny,
VP of Engineering and Operations,
Big River Telephone

24x7 Customer Care

The Primary CSE is part of an extensive, multi-skilled team spanning the globe and locations across North America, Europe, the Caribbean, Latin America, Asia

and the Pacific Islands. This ensures around-the-clock support for emergencies, in the event your Primary CSE is unavailable, and extended support for scheduled out-of-hours maintenance.

Customers can also log in to a powerful Web portal for a real-time view of trouble ticket status, full on-line product documentation, emergency support contact information, partner equipment and interoperability database, software development kits and knowledge base articles.

Planning and Installation

The first step in a trouble-free installation is careful planning. From initial site survey through our detailed installation checklist, Metaswitch aims to ensure that when the system is delivered, everything goes as smoothly as possible.

Our highly skilled engineers will install all equipment, perform initial configuration, set up routing and translations, and perform verification testing to ensure the correct operation of the system.

Following configuration, they will assist in provisioning the first group of subscribers, and even create custom scripts to import a database from an existing switch.

What this means for our customers is less demand on their own technical staff, and faster time-to-revenue. In some cases switches have been handling full traffic loads within 48 hours of delivery, although a more typical deployment might require 3-4 days of on-site installation followed by 2-3 weeks of post-installation set-up.

Comprehensive Training

Metaswitch's comprehensive and cost-effective training program brings your team up to speed, efficiently managing your deployment, as quickly as possible. Available and planned classes include

Metaswitch Training Courses

- Metaswitch System Overview
- Metaswitch Basic Translations
- Metaswitch Advanced Translations
- Metaswitch Troubleshooting
- Metaswitch CSR Provisioning
- MetaSphere EAS and Troubleshooting
- MetaSphere N-Series Application Suite
- MetaSphere Customer Care

Technology Training Courses

- Advanced VoIP Engineering and Troubleshooting
- IP Foundations for VoIP
- TDM Foundations

Marketing Training Courses

- Marketing Next-Generation Services to SMBs
- Marketing Next-Generation Services to Consumers
- Introduction to Metaswitch Features and Applications

Courses are held regularly at our training centers in Alameda, California; Westborough, Massachusetts; Boca Raton, Florida and Des Moines, Iowa, or can be given at your facilities.

Warranty and Support Summary

Metaswitch offers a comprehensive 12-month hardware and software warranty, with two levels of customer support: Standard and Premium. These are complemented by a wide range of optional services, enabling our customers to tailor a complete installation, training and ongoing maintenance and support program to their precise needs.

Hours and Organization

| | Standard | Premium |
|---|----------|---------|
| Assigned primary customer support engineer | ● | ● |
| 7x24 coverage for critical service affecting issues | ● | ● |
| Standard business hours support (9am–5pm local, weekdays) | ● | — |
| Extended business hours support (9am–8pm EST, weekdays) | — | ● |
| Remote support for scheduled maintenance events | — | ● |

Installation and Training

| | | |
|--|---|---|
| Comprehensive pre-installation site survey | ○ | ○ |
| Installation: Network element rack and power; external cabling and basic hardware verification | — | — |
| Additional translations, configuration and/or customization | ○ | ○ |
| Training (introductory and advanced courses) | ○ | ○ |

Commissioning

| | | |
|--|---|---|
| Commissioning: includes sample access device and subscriber configuration, and all switch-wide configuration including translations, billing, trunks, call services, etc | ● | ● |
|--|---|---|

Software Maintenance

| | | |
|--|---|---|
| Patches and maintenance releases | ● | ● |
| Software upgrade plan – covers all new features and enhancements for licensed products | ○ | ○ |

Hardware Maintenance

| | | |
|--|---|---|
| Repair-and-replace service | ● | — |
| Next business day advance replacement service | — | ● |
| No cost hardware replacement after 12-month warranty | — | ● |

● = Included ○ = Optional — = Not included

Subject to change without notice. Contact your local sales representative or go to www.metaswitch.com/specs for most current information.



www.metaswitch.com