

Welcome

Thank you for your purchase of the Broadcom based BES-53248 Switch(es) and for choosing us as your service provider for maintenance and warranty support. As your service provider for maintenance and warranty support, we utilize our Technical Assistance Center (TAC), experienced field engineering team and expansive logistics footprint to deliver best-in-class support.

As part of the initial onboarding process, we'd like to introduce you to the support infrastructure and provide a process for your team to follow when requesting support. Our team looks forward to supporting your assets now and in the future.

The End User Support Guide with additional details can be found at the following locations:

- <https://www.broadcom.com/support/bes-switch>
- <https://servicesbytechdata.force.com/BESSwitch>

Service Expectations

Your service agreement outlines specific levels of support at the device level, by serial number. The service level agreement is defined as: days per week, hours per day and contracted response time.

Please refer to your service agreement order for your service expectation by asset, or contact us via the following link to confirm coverage: <https://servicesbytechdata.force.com/BESSwitch>

Support Request Procedure

- Confirm the device serial number
- Call a number listed below to request service, or visit <https://servicesbytechdata.force.com/BESSwitch>
- Provide the local site contact information (include name, phone number & address)
- Indicate the severity level
- Provide a description of the problem

Direct Contact Phone Numbers

- US and Canada: 800-736-7674
- Global: +1-727-275-5509
- Austria: +43 148801320
- France: +33 164765260
- Germany: +49 8947002940
- Switzerland: +41 417991040
- UK: +44 1256864490
- Korea: +82-22-155-4000
- China: +86-212-060-7222
- Japan: +81-3-6407-2822

Severity Level Reference

SEVERITY LEVEL	SEVERITY DEFINITION	EXPECTED RESPONSE TIMES
S1: Critical*	System is not serving data. Performance degradation to the point that system is unusable. Critical business impact	30 minutes
S2: High	System is serving data, but there is a meaningful impact on business operations.	2 hours
S3: Medium	Experiencing an anomaly or unexpected behavior that leads to inconvenience with little to no operational impact	12 hours
S4: Low	How to questions, technical inquires, cosmetic issues with no bearing on operation	1 day
S5: RFE	Maintenance windows and other services including Requests for Enhancements (RFE)	2 days

*S1: Critical cases require that all parties are committed and available to work on the issue in full cooperation around the clock until a solution or acceptable workaround is in place.

Initial Request Response

Once you open a support case, a Service Desk engineer will be assigned to begin troubleshooting, establish an ETA and schedule a service appointment.

Service Scheduling

The Service Desk will be your primary point of contact for the duration of the support request. The Service Desk will work with you to schedule a time for service of your equipment and coordinate with all other members until your support request has been resolved.

Escalations

Should you wish to escalate the severity of the issue, please contact the Service desk and request escalation. The Service Desk team will immediately engage with the Level 2 support team and on-call management as required in accordance with the terms of the equipment coverage.