

Service and Support

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

Delivering value-added support for over 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, 24 hours a day, 7 days a week, 365 days a year to help 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 same-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

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

Simply put, your support job gets easier and you have less downtime, 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.



Highlights

- Technical support, 7 days per week, 24 hours per day, 365 days per year
- On-site hardware replacement – Parts and Labor – 4 hr response
- No cost, air freight dispatch of replacement products
- No cost, hardware repairs
- Automatic hardware warranty extension
- Configuration and application support

Benefits

- Full access to the latest product software and documentation refinements
- Unlimited access to MRV Worldwide Web site that includes expanded technical solution tools
- Full e-solution support from the MRV Technical Assistance Center

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 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 Contract Sales department at:

Phone: 800-997-5392 (USA & Canada)

Phone: 978-674-6831

Fax: 978-674-6751

Email: contracts@mrv.com

Datasheet

Service Agreement Provisions

Feature	Premier +	Premier	Priority +	Priority	Basic	E-Support
Email access to the TAC with next business day e-mail response.	•	•	•	•	•	•
Unlimited access to Service and Support area of www.mrv.com	•	•	•	•	•	•
Access to the latest software and documentation updates	•	•	•	•	•	•
Remote telephone support	24 x 7	24 x 7	24 x 7	8 x 5	24 x 7	-
On-site hardware replacement - parts and labor - 4 hr response	24 x 7	8 x 5	-	-	-	-
Same business day shipment of hardware replacement	-	-	•	•	-	-

Ordering Information

Product Name	Program Type
SVCI-PREMIER+	Premier PLUS Support Contract Agreement
SVCI-PREMIER	Premier Support Contract Agreement
SVCI-PRIORITY+	Priority PLUS Support Contract Agreement
SVCI-PRIORITY	Priority Support Contract Agreement
SVCI-BASIC	Basic Support Contract Agreement
SVCI-ESUPPORT	E-Support Contract Agreement

MRV operates Worldwide sales and service offices across four continents.

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