

**WSCA Data Communications Equip & OEM Associated Maintenance and
Training
Contract AR214
Foundry Networks Technical/Escalation Information**

Foundry's Technical Support department provides support contract and warranty customers with the technical services needed to maintain networks, including documentation, release notes, software upgrades, MIBs and support FAQs.

Technical Support Contact Information:

support@foundrynet.com

408.207.1600
877.TURBOCALL (877.887.2622)

Escalation

Escalations are driven by the severity of the reported problem, time elapsed since the problem was reported to TAC and always by priority established by the customer.

Escalation Process

- 1. A call is placed to TAC and a TAC Call Coordinator opens a trouble ticket.**
- 2. A TAC Engineer is assigned the trouble ticket and works to resolve the reported problem. The TAC engineer also determines if the reported problem can be resolved in the timeframes outlined in this process or requires escalation and/or additional resources.**
- 3. The customer or caller should provide the TAC Engineer the following information in order to ensure the proper resources can be brought to bear on the reported problem in a timely and effective manner:**
 - a. Customer name
 - b. Contact information
 - c. Switch serial number
 - d. Problem description
 - e. Problem impact to production network
 - f. Device configuration files
 - g. Remote access methodology
 - h. Network diagram

4. TAC Engineer will call a TAC Manager to escalate the case.

- a. The TAC Engineer will approach the Duty Manager during normal business hours.
- b. During Non-Business hours the TAC Engineer will escalate to the appropriate group Manager.
- c. If the TAC Engineer cannot reach a TAC Manager, the TAC Engineer will contact the Director of TAC or the VP of Customer Service (whoever has the on-call responsibility that week).
- d. The TAC Manager will immediately notify the SEM of the situation. The SEM will notify the Regional Sales Director of the situation.

5. The TAC Manager will determine (based solely on case severity) whether to engage the Escalation Engineer, Engineering, Regional Sales Engineering Manager (SEM). In addition, the TAC Manager will determine when to engage the appropriate additional technical or management resources, based on the guidelines.

Severity Level Definitions

Priority 1: Network Down – an existing network is down or there is critical impact to the customer's business operations. Foundry and the customer will commit the necessary resources around the clock to resolve the situation.

Priority 2: Serious Degradation – operations of an existing network are severely degraded, or significant aspects of the customer's business operations are being negatively impacted by unacceptable network performance. Foundry and the customer will commit full-time resources during normal business hours to resolve the situation.

Priority 3: Performance impact – operational performance of the network is impaired, while most business operations remain functional. Foundry and the customer are willing to commit resources during normal business hours to restore service to satisfactory levels.

Priority 4: Information or Assistance – customer requires information or assistance on Foundry product capabilities, installation, or configuration. There is clearly little or no impact to the customer's business operation. Foundry and the customer are willing to provide resources during normal business hours to provide information or assistance as requested.

When to Escalate

- When a problem is critical to business operation such as a Severity 1 or 2.
- When the problem resolution time is too long
- Based on how the customer perceives the problem that is effecting their business

Please note:

Customers should not rely on electronic mail to submit Priority 1 or 2 issues to the Foundry Technical Assistance Center (TAC). Please call 1-877-TURBOCALL to get direct access to a TAC Call Coordinator who will engage a TAC Engineer live, 7x24, 365 days a year.

Technical & Management Escalation Guidelines

Severity Level	Time Frame	Technical Level	Management Notification Level
1	Immediate	TAC Engineer	TAC Manager Regional System Engineering Manager
	60 Minutes	TAC Escalation Engineer	Director of TAC Regional Sales Director
	90 Minutes	TAC Engineers Sustaining Engineering	VP of Customer Service Regional VP of Sales
	120 Minutes	TAC Engineers Sustaining Engineering Hardware/Software Developers	VP of Business Unit SVP of Worldwide Sales
	4 Hours	TAC Engineers Sustaining Engineering Hardware/Software Developers	CEO/President
Severity 1 Goal is to resolve or mitigate the issue in 4 hours or less.			

Severity Level	Time Frame	Technical Level	Management Notification Level
2	60 Minutes	TAC Engineer	TAC Manager Regional System Engineering Manager
	120 Minutes	TAC Escalation Engineer Sustaining Engineering	Director of TAC Regional Sales Director
	4 Hours	TAC Engineers Sustaining Engineering Hardware/Software Developers	VP of Customer Service Regional VP of Sales VP of Customer Service & Regional VP of Sales
	8 Hours	TAC Engineers Sustaining Engineering Hardware/Software Developers	VP of Business Unit SVP of Worldwide Sales CEO/President
Severity 2 Goal is to resolve or mitigate the issues within 8 hours.			
3	3 Days	TAC Engineer	TAC Manager System Engineering Manager
4	3 Days	TAC Engineer	TAC Manager Regional Sales Engineering Manager