



CSS Calnex Support Service

NE-ONE Family of Network Emulators

Reduce risk, maximise your investment

If your organisation has, or is about to, make an investment in NE-ONE, it is imperative that you make the most of your new product. That's why we recommend that our customers protect their investment with the Calnex Support Service.

Benefits

- Priority and unlimited access to our Technical Support Team
- Software upgrades/enhancements, patches, bug fixes and workarounds
- Access to the latest security updates
- Hardware and software warranty

Our unique consultative support also includes assistance in the implementation, ongoing operational use (both general and user-specific advice) and guidance to help you maximise the value of the software.

Multi-year contracts

All Calnex products come with a minimum of 12 months CSS. Following the initial CSS period, and recognising we operate in an ever-changing environment, we recommend customers purchase one of our CSS packages to protect their investment. Choosing an extended CSS package at the time of purchase is the most cost effective, provides uninterrupted support and maximises your investment.

We, or your Regional Calnex Representative, will provide a CSS quotation to you prior to the expiration date of your support contract to ensure a seamless and hassle-free process.

NE1-XXX-MAINT12	1 year extension
NE1-XXX-MAINT24	2 years extension
NE1-XXX-MAINT36	3 years extension

Note: XXX will vary depending on the product purchased.

	With CSS ¹	Without CSS
Hardware Warranty	Free repair or replacement for hardware failure due to materials or workmanship	No
Software Warranty	Free software updates for critical bug fixes	No
Software Updates	Free software updates as they are released	No
Security Updates	Free operating systems security updates included	No
Technical Support	Unlimited, prioritised support	Reasonable effort

Unlimited, prioritised technical support

Contact us through your Regional Calnex Representative, the Calnex Support Portal or using e-mail. Our technical support team, including product experts with decades of networking experience, will respond within one business day.

Software updates

Keep your NE-ONE software up to date. Each software release comes packed with new features, enhancements and fixes to help you get the most out of your NE-ONE. With greater performance and more features, CSS will boost your productivity and ensure that your NE-ONE is secure and at the leading edge.

Always up to date, at no additional charge

When you order CSS for your Calnex NE-ONE, you get the newest software release and supporting documentation for the term of your contract at no extra charge. As soon as Calnex releases a software update, you'll be notified automatically via e-mail, and each new software release is immediately downloadable from the Calnex Support portal.

Hardware warranty

Ensuring your NE-ONE is protected with a support contract is the most effective way to avoid costly repair bills and assures the highest priority response to your Appliance in the event repairs are required. One-off repairs represent a high comparative cost, and the logistics involved in generating quotations, processing orders and arranging returns for unsupported equipment will increase downtime in testing. With CSS, no additional charges will apply.

¹ Detailed terms and conditions for CSS can be found in the Calnex Support Service Agreement on the Support page of the Calnex website: <https://www.calnexsol.com/support>