

ECESSA SERVICE LEVEL AGREEMENT (SLA)

Security and resiliency are at the top of every network's must-have list, and with Ecessa in your architecture, you have both. To keep your Ecessa solution operating optimally, it's imperative to keep your SLA current.

Ecessa offers the option of purchasing either a 12-month or 36-month service level agreement with each Ecessa solution. This ensures you stay current with all firmware updates and feature releases. It also gives you complete access to technical support and configuration help. Whenever your network changes—and you know that's inevitable—we will walk you through the required or desired Ecessa configuration updates.

Whether your workforce is back in the office or balances remote work in a hybrid model, it is vital that your network and your cyber protections keep up. Lapsed support for crucial networking equipment and security vulnerabilities is simply not an option. Make a current Ecessa SLA part of your business continuity plan and get guaranteed support from the best team in the industry.

Ecessa SLA Coverage

- Unlimited firmware upgrades
- 24/7 configuration assistance, installation assistance and technical support
- Guaranteed 15 minute or less call response for support requests during business hours*
- Spare-in-the-Air RMA overnight replacement**
- 12 month and 36 month options***
- Online Knowledge Base
- Ecessa Insight reporting, monitoring and management features
- Trade-in/Refresh program with generous discounts

*During business hours (weekdays 7am-6:30pm Central time) most calls are answered live and messages are returned within 15 minutes. Messages left after hours are returned as soon as possible by the on-call engineer, typically within one hour.

**If an RMA request is submitted by 2pm Central time, we make best efforts to ship a replacement unit overnight for next day delivery in the USA. You have 10 business days to return the inoperable product. International shipment times vary.

***Ecessa units are supported for up to 6 (six) years from the shipment date of the original unit, even if a replacement unit was sent under RMA. After 6 years, a hardware refresh is required.

You can read more about Ecessa service terms at <https://www.ecessa.com/terms-and-conditions/>.

Learn More – Call Today For Your Free Quote 800.669.6242