

Service Program

SkyPilot Networks understands the importance of maintaining a carrier-class network. The Service Program provides access to resources that allow you to efficiently and reliably manage your network. Whether it's receiving phone support from one of our highly trained Support Engineers or downloading the latest version of software, the Service Program is like an insurance policy protecting you against unforeseen events that could impact your customers.

Plan Overview

A variety of plans allow you to select the level of service that best meets the support requirements of your network. The following table summarizes the key features of each plan, with the details outlined below.

Gold Level	<ul style="list-style-type: none"> 24x7 Emergency¹ Phone Support Phone support during normal business hours (6am to 8pm PST) with 4-hour response time (during business hours) Email support: response within 4 hours (during business hours) 24x7 web support including access to firmware and software bug fixes, and updates, documentation, FAQs and trouble ticket system
Silver Level	<ul style="list-style-type: none"> Phone support during normal business hours (6am to 8pm PST) with Next Business Day (NBD) response times to voicemails Email support: response by next business day 24x7 web support including access to firmware and software bug fixes, and updates, documentation, FAQs and trouble ticket system
Bronze Level	<ul style="list-style-type: none"> Email support: response within 3 business days 24x7 web support including access to firmware and software bug fixes, and updates, documentation, FAQs and trouble ticket system
Extended Warranty Service	<ul style="list-style-type: none"> Extend the Standard 1 year hardware warranty Avoid out-of-warranty repair costs Available on a per serial number basis
Advanced Replacement Service (ARS)	<ul style="list-style-type: none"> SkyPilot ships a replacement product in advance of receiving the defective product Product ships within 24 hours Available on a per serial number basis

Feature Details

Phone Support

When you need help it's comforting to know that SkyPilot Technical Support Engineers are only a phone call away. Whether answering simple questions about the product or helping restore service when your network is completely down, our goal is to satisfy our customer's needs in a professional and courteous manner.

Our engineers are available Monday through Friday excluding holidays. To receive emergency¹ phone service outside normal business hours, consider the Gold Level plan that includes off-hours support. When an engineer is unavailable to take your call immediately, you may leave a detailed voice message and a SkyPilot support engineer will respond within the time specified by the plan.

To contact us via phone (normal business hours) - Call +1 408 764 8000, Press 2 (for Technical Support)

Email Support

SkyPilot knows that sometimes it is more convenient to send an email with your question, especially if you need to attach log files or debug output. Our Support Engineers will respond to your email within the time specified by the plan.

We also use email as a way to notify our customers of new firmware/software releases, and changes to support coverage (e.g. holidays).

How to contact us via email (24x7) - Send email to support@skypilot.com

¹ An Emergency is defined as a complete or major network outage impacting >50% of subscribers on the network.

Service Program

Pay Per Incident

For customers with Bronze and Silver level plans, we offer a Pay-Per-Incident option to receive telephone support to remedy a specific problem. A Pay-Per-Incident call must be pre-paid on an approved credit card account (VISA, MC, AM). The fee is \$200 USD per incident for calls during our Standard Business Hours (6AM to 8PM Pacific), and \$500 USD per incident for emergency¹ support calls (8PM to 6AM Pacific).

Web Support

The Support section of our website provides our customers with 24x7, unlimited access to,

- Firmware/software bug fixes and updates
- Documentation, FAQs and release notes
- Trouble ticketing system allowing the customer to view/submit cases
- Technical bulletins and announcements
- Tools and MIBs

How to contact us via the web (24x7) - Point your browser at <http://www.skypilot.com/support>

Extended Warranty

All SkyPilot hardware includes a one year warranty. SkyPilot offers an extended warranty plan, in which you can choose to extend the warranty on hardware products for an additional year, up to a maximum of 3 years. The extended warranty contract must be paid prior to the end of the initial warranty period or any subsequent extended warranty period. Once a unit is out of warranty you can not purchase an extended warranty agreement.

Advanced Replacement Service (ARS)

In the unlikely event of a defective or faulty unit, SkyPilot's Advanced Replacement Service (ARS) entitles you to receive a replacement unit before SkyPilot receives back the defective unit. Simply work with SkyPilot Technical Support to report and diagnose the problem and, if necessary, submit a Return Materials Authorization (RMA) form to obtain a RMA Number. Once you have requested and obtained an RMA Number, a replacement unit will be shipped on the same or next business day. We will ship your replacement unit Standard Overnight and, in most domestic locations, it will arrive by noon (local time) the following business day. You have 15 business days (from the date the replacement unit is shipped) to return the defective unit to avoid being charged. The defective unit must be under warranty or covered by an extended warranty plan in order to get Advanced Replacement Service.

SkyPilot will pay the shipping costs of your outbound replacement unit; you are responsible the costs related to shipping your inbound units. You are responsible for the additional costs (customs, duty, taxes, etc) related to International shipments.