

End User Unleashed Support

Ruckus Unleashed enables small and medium businesses to deliver a great Wi-Fi experience in a simple and affordable package. Support for those Wi-Fi networks is also easy and affordable!

How Simple is It?

We're glad you asked! Customers buy one SKU, for a flat price, to cover their entire Unleashed network. There is no need to keep track of whether or not a particular AP is covered. All they do is pick the contract term, and renew it as necessary. It's easy to buy and renew!

Unleashed Network Support SKU - New	1-Year SKU	3-year SKU	5-Year SKU
End User Support, Unleashed	806-RUNL-1U00	806-RUNL-3U00	806-RUNL-5U00
Unleashed Network Support SKU - Renewal	1-Year SKU	3-year SKU	5-Year SKU
End User Renewal, Unleashed	826-RUNL-1U00	826-RUNL-3U00	826-RUNL-5U00

Unleashed Support Deliverables

End User Unleashed Support delivers the following to ensure the reliability and functionality of Unleashed networks:

- 24x7x365 access to technical support professionals through the Ruckus Support Web, and also via phone, and chat.
- Software updates and upgrades, including bug fixes and maintenance releases, for Unleashed APs.
- Support web access to content and tools.

Unleashed Access Points: Hardware Replacement

Unleashed access points are sold including a limited lifetime warranty. Under warranty, parts are replaced on a Return to Factory basis. Given the inherent resiliency of Unleashed networks and the unlikely event of hardware failures, Ruckus believes it is not economical for customers to buy higher levels of hardware replacement for Unleashed networks. Ruckus does not offer Advance Hardware Replacement on Unleashed APs as a consequence.

Additional Details on Deliverables:

Web, Phone and Chat support. Ruckus Web support is available at <http://support.ruckuswireless.com>, and contains comprehensive product information.

Technical support from a Ruckus Technical Support Engineer is available via phone or chat. Telephone calls are answered by a customer service agent who collects initial information and assesses the severity of the situation in order to set appropriate priorities.

Software Updates and Upgrades

Ruckus software products are covered by a 90-Day Warranty. During the first 90 days following shipment of the hardware product from Ruckus, customers are entitled to upgrade to the latest software release. After 90 days, Unleashed Support customers will receive software upgrades for the applicable hardware for the term of the support contract.

Software documentation is accessible via the Ruckus Support Web Site, <http://support.ruckuswireless.com>.

End User Support Summary

Support Deliverables	End User Unleashed Support
Phone/Web/Chat support	24x7x365
Support Web Access	Premium
Advanced Hardware Replacement	Not Available
Software Updates and Upgrades	Included
Contract Duration	One year minimum, multi-year discounts available