



Onsite Voucher Service



Service description

The Nebulab Managed Services Onsite Voucher Service is a global, consumption-based support service offering. The vouchers provide the Customer with a committed response time to site for field engineering resource to physically replace a faulty device or provide onsite physical troubleshooting.

Nebula field engineering capabilities provide onsite coverage in over 160 countries with a 4-hour 24x7x365 or Next Business Day (NBD) response, depending on the location.

As part of the service, a Nebula field engineer will be dispatched to site within the pre-agreed Service Level, to assist in replacing / troubleshooting the faulty device. Once the below criteria are met:

Nebula is notified from the Customer that a hardware replacement is required, and therefore a field engineer from Nebula is needed.

Nebula receives and validates all the necessary information for an engineer to be deployed.

Onsite SLA response time will be tracked from the time that a customer request has been logged and confirmed by the Nebula Service Desk.

Customer Service Requests must be logged by telephone, or immediately followed up by telephone if logged via email, to help ensure that the initial response time can be met.

The minimum requirement for the Onsite Voucher Service is to purchase ten (10) tickets for a specific end client, valid for 12 months. Each incident ticket assumes a maximum of two (2) hours per onsite visit.

Should the engineer be required by the customer to stay/extend the onsite activity; additional tickets will be consumed for every two (2) hour increment. Each ticket in this service includes a single L1 Engineer & excludes working at heights.

MAKING **T** HAPPEN

The service excludes any software or configuration, troubleshooting, collecting logs/tech files, planning, design, deployments, migrations, back-up and restore or rebuild of systems, training, optimisation, or firmware updates.

Invoicing will be upfront, and tickets are valid for a term of twelve (12) months. During this twelve (12) month period, additional tickets can be purchased to top up the contract agreement. Any unused tickets at the end of the twelve (12) month term will expire and become null and void.

A minimum of one (1) ticket will be consumed if the customer cancels or reschedules the booking without giving Nebula at least 48 hours' notice prior to the scheduled date & time of the onsite activity. Charges will also apply in the event of a failure of the Customer to meet its responsibilities identified above.

Service description areas:

Customer Responsibility

Common Features / Definitions

Activities within scope

Exclusions and limitations

Activities Within Scope

- Engineer to site
- Depending on the location, customer will be offered either 4 Hour or Next Business Day response for Nebula to provide engineer resource to site.
- The engineer to site shall have the technical skills to deliver the service.
- Nebula has rated the skills level for this Service as "Smart Hands", which means that engineers are Level 1 as a minimum.
- Physical Troubleshooting

Example of actions that may be performed by the engineer on site are:

- Tracing or Replacing patch cables within the cabinet.
- Change an interface IP to enable remote access.
- Rebooting the device (typically an un-responsive device)
- "Physical troubleshooting" shall be used for a device that creates an incident, typically to help diagnose if the device is faulty.
- "Physical troubleshooting" excludes:
- Any regular or preventative maintenance of devices
- Any action involving extracting, loading, or changing the configuration of the device.



Customer Responsibility

- Have a customer Network Operations Centre (NOC) / Service Desk in place to diagnose a device failure before it is handed over to Nebula service desk.
- If the hardware replacement is not handled by Nebula as part of another Nebula service, arrange for replacement hardware to be available onsite to meet Nebula Field Engineer.
- Arrange site access and provide exact location of faulty device (mandatory if device is in a Data Centre).
- Provide WLAN/LAN access to engineer if cell reception is weak (mandatory if device is in a Data Centre).
- Advise if any cards/modules need to be moved.
- Provide replacement configuration (and OS if there is a specific version/feature requirement) and guide the Nebula Field Engineer to apply the configuration; or configure the device remotely through the engineer's laptop (Webex, TeamViewer, MS Teams).
- Vendor Support Contracts [e.g. Cisco Vendor Support], Advanced Hardware replacement, Partner Shared Support [PSS] or Spares Provisioning is in place.
- Arrange shipping of faulty part back to the vendor/spares provider and coordinate the RMA process.

Exclusions and Limitations

Please note that the Nebula service described hereby is limited as follows:

- The service is designed for equipment that can be handled by a single person only (therefore dimensions and weight of bulky and heavy equipment such as large chassis is excluded). Device or appliance weight shall be less than 15 Kg each.
- The faulty equipment shall be at an accessible height and physical location for a single person, under local Health and Safety regulations (therefore this excludes the use of ladder, cherry picker and other such devices) and sufficient place around is available for swapping with the replacement equipment.
- For hardware installed higher than 3m, the use of tall ladders, cherry pickers or other lifters for access are Out of Scope. Nebula can provide services to work on this equipment via a separate scoping discussion and appropriate Statement of Work (SoW).

The service contract excludes the following:

- Assistance with queries on product licensing.
- Assistance with troubleshooting, collecting logs/tech files, planning, design, deployments, migrations, backup and restore or rebuild of systems, training, optimisation, or firmware updates.
- OEM software support including availability of bug fixes and software updates, and any assistance on software version upgrades or rollbacks.
- Access to OEM TAC.

Common Features / Definitions

- Time: First response in number of minutes, hours, or days between when a customer submits a Service Request and when a Nebula service desk representative provides an initial response, confirms the request, and provides a ticket number.
- Supported Languages: Level 1, 2 and 3 support is offered in English. Level 1 and 2
- Support in a local language is provided on a commercially reasonable effort, depending on the availability of resources.
- Next Business Day Fault Reporting: In the case of NBD (next business day)



- Business / Working Day: Business Day or working day means 09:00 hours to 17:00 hours local time Monday to Friday, excluding public holidays. Local time and public holidays apply to where the device is located.
- Escalation Management: Formal process to ensure management or technical awareness of incident or issue to enable rapid resolution.
- Onboarding: The process to transition from existing state to new state (Nebula supported).
- SLA fault Reporting: *Where fault is reported before 2:00pm in country where fault occurred, onsite response time will be the next business day. Where fault is reported after 2:00pm, onsite response time will be the second business day. **Fault reports outside the actual operating hours will not be handled before the start of the next business day.
- Onsite Response Time: The period of time between customer support ticket being logged and confirmed by Nebula service desk and the engineer arriving at the customer location.