Aperto Bronze Service Program

The Aperto® Bronze Service program is a good choice for the clients who install and maintain their own network hardware. Designed to supplement a mature in-house support organization, the Aperto Bronze Service program provides easy access to the Aperto logistics location and technical expertise.

The engineers in our customer support center are knowledgeable about the PacketWave® system, as well as other networking technology needs the client may require. Our technical support engineers provide technical support from 8am to 5pm PST (-7 GMT) - they have access to our incident tracking database, and a clear understanding of the escalation process with the use of the problem replication lab.

Aperto Bronze Service program has been designed to facilitate the client access to essential technical information. As a result, the client has access to the latest version of all major, minor and maintenance releases of Aperto software. In addition, this service program enables you to proactively search the Aperto knowledge base via Web access, which provides the client with up-to-date information on Aperto solutions, and assists in the management of the clients network.

The Aperto Bronze Service program is advantageous not only for support, but for business management as well. By providing support services for one predictable annual fee, the program takes the guesswork out of network maintenance planning and budgeting. Included in the Aperto Bronze Service program are the following services:

- Offer unlimited (8am to 5pm PST (-7 GMT)) telephone support incidents
- Provide repair services on hardware
- Software maintenance and documentation updates
- Offer single annual payment
- Provide the Aperto Bronze assurance of quality

Supporting Documents
For more detailed information regarding remote technical support and software maintenance updates please refer to the following documents:

- Remote Technical Support Service (phone and email)
- Software Maintenance Service