

**WSCA Data Communications Equip & OEM Associated Maintenance and
Training
Contract AR1464
3COM Problem Resolution**

How to engage 3Com's Global Service Organization: Instructions for Global Service can be found at http://www.3com.com/products/en_US/support/index.html. This site provide useful information about all of 3Com's service portals and service tools.

Knowledgebase: Web based technical support solutions database that can answer many technical issues is located at the 3Com Web page <http://knowledgebase.3com.com/>

Frequently Ask Questions for products can be located at
<http://servicefaq.3com.com/>

3Com eSupport: Information about 3Com's eSupport services are available at
<http://csoweb4.3com.com/esupport/help/>.

eSupport services are available at <http://www.3com.com/esupport>

eSupport provides the ability for self service:

- End User Account information registration for warranty services
- Product registration for warranty services
- Initiate request for a Warranty RMA
- Initiate request for Warranty Technical Support
- View status of a open technical support case or open RMA request

3Com's Global Response Center:

- To open a technical support case or RMA request by calling our Global Response Center (GRC):
For warranty and non-contracted customers: (Mon.-Fri. 9am to 8pm EST) Call 3Com service at 1-800-876-3266. Select the menu option for warranty support.

For contracted customers: call 3Com Global Service at 1-800-876-3266. Select the menu option for contract support.

- To expedite a request for service you **must** have:
 - A. Your 3Com Master or Site service's contract number (**Required for contracted customers**)
 - B. **Pre-registration of the product for warranty service at**
<http://www.3com.com/esupport>
 - C. Description of problem
 - D. Product software version
 - E. 3Com part number
 - F. Serial number of the product
 - G. Complete error messages (if available)

You will be issued a technical support case number with a severity level by our customer service representative. If a support technician is available, you will be transferred to the technician. If a technician is not available you should receive a callback within 1 hour. Service level entitlements are dependent on the type of warranty or contract coverage.

Case Severity Levels:

- **Severity 1** Production network, Voice system, or sub-systems, or product failure as a result of a 3Com product which results in a critical impact to business operations with no viable work-around; or Repeated and excessive downtime due to 3Com product failure is causing a customer loss of revenue. *End user and 3Com both will commit full-time resources to resolve the situation.*
- **Severity 2** - Production network, Voice system, or sub-systems, or product failure as a result of a 3Com product which results in a service interruption or degradation impacting significant aspects of business operations 3Com and or customer is at potential risk of losing actual or future revenue as a result of 3Com product failure. Workaround may or may not be available. *End user and 3Com both will commit full-time resources during Standard Business Hours to resolve the situation.*
- **Severity 3** - Limited network, Voice system, or sub-systems, or product problem which prevents some functions from meeting the product specifications. Some business operations are impaired, but the network continues to function. Workaround available. *End user and 3Com are willing to commit resources during Standard Business Hours to restore service to satisfactory levels.*

There is no Severity 4.

How to request case escalation:

If you feel that sufficient progress is not being made on your case, or the quality of service is not satisfactory, use the provided case number to escalate to our staff in this sequence:

1. **Duty Manager** - call 800-876-3266 and ask to speak with the 3Com Duty Manager.