

SERVICE BRIEF

Foundation Care Support Services for Aruba Instant On

We've got your back!

The network is as critical to smaller business environments as it is to big business. You cannot afford extended outages which impact your customers and employees, and which can ultimately disrupt your business. To keep your network operational, Foundation Care Support Services for Aruba Instant On are available to protect your investment and ensure your network capabilities for 3 to 5 years.

Add Foundation Care Support Services for Aruba Instant On with new Instant On access point and switch purchases within 90 days of original purchase to obtain these benefits.

EXTEND THE BENEFIT OF NEXT BUSINESS DAY (NBD) EQUIPMENT REPLACEMENT

Foundation Care Support Services for Aruba Instant On provides you with NBD advanced replacement of defective parts for the entire contract period. This helps to ensure that you are never without network services for your business. Defective parts are replaced with equipment shipped directly from Aruba to your location. Our network experts are then available to assist you by telephone with equipment replacement and software updates, as needed.

WHAT'S INCLUDED

With Foundation Care Support Services for Aruba Instant On, you benefit from:

- Multiple years of Next Business Day advanced replacement of defective network equipment and parts – so your network can stay up and functioning as expected
- 24x7 telephone support access to our Aruba experts – delivered by the Aruba Technical Assistance Center (TAC)
- Software support along with advice from our Aruba TAC experts on which software versions (patches and new releases) apply to your equipment
- Assistance, delivered remotely, in downloading and applying the software updates
- Chat support provided through our Aruba Instant On community

Without the added purchase of Foundation Care Support Services for Aruba Instant On, you are only entitled to 90 days of telephone support, limited software access, and hardware replacement that can take up to 10 days.

	ACCESS POINTS		1930 SWITCH FAMILY	
	Standard Warranty	Foundation Care	Standard Warranty	Foundation Care
Duration	1 Year	3 Years	Limited Lifetime (5 years after End of Sale)	3 or 5 Years
Parts replacement	Next Business Day (NBD) Arrival within 30 days (from product shipment date); after which parts will be replaced within 10 days for 11 months	Next Business Day Arrival	Next Business Day Ship (no committed arrival)	Next Business Day Arrival
24x7 telephone support	90 days (from product shipment date)	Yes	90 days (from product shipment date)	Yes
24x7 chat support	1 Year	Yes	Lifetime	Yes
Software support	90 days (from product shipment date)	Yes	Lifetime – OS Releases	Yes

OBTAIN ACCESS TO SOFTWARE DOWNLOADS AND EXPERT ADVICE

Aruba releases new versions of network software many times per year, with needed defect corrections and feature enhancements. You gain access to these software updates for the entire 3 year period, along with telephone support to know which apply to your network.

BECAUSE YOUR NETWORK IS CRITICAL TO YOUR BUSINESS

Speak to your Aruba authorized business partner today about adding Foundation Care Support Services for Aruba Instant On. Learn more about available resources for Aruba Instant On at:

<https://www.arubainstanton.com/resources/>

Foundation Care Support for Aruba Instant On can be purchased from Aruba authorized support partners: <https://www.arubanetworks.com/partners/find-a-partner/>