

# Guide to Technical Services

April 2026



# Revision History

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### Welcome to Aurora Networks Technical Support





Our Aurora Networks Technical Support team is here to make sure you get the help you need when you need it. With experienced engineers located around the globe, we're available 24/7/365 by phone for outages and emergencies, and during normal business hours for all other issues. We offer a range of services, including Technical Support, secure software downloads, and optional extended warranty or advanced replacement for hardware. Services are available through a valid Service-level Agreement (SLA).



Your purchase order for technical services means you accept the terms and conditions of this *Guide* as your SLA for the indicated products, unless you already have terms defined in a master agreement.

If you would like to request a change to your SLA—such as updating the asset base or discontinuing services—we ask you to send us written notice at least 30 days before your SLA expires. Advance notice helps us process your request smoothly and avoids additional fees. Any changes agreed upon in less than 30 days before expiration will take effect in the second quarter of your SLA term and you will be charged the first quarter of your term as previously quoted.

## What is Included in Your Aurora Networks Service-Level Agreement?

	24x7x365 telephone support for S1 and S2 issues (outages and emergencies) on production equipment. Available 24x7x365 in English with translation services on call.
	Generally available software releases (keyed, capacity-increasing, custom-developed, and other optional releases are excluded but may be purchased separately).
	Access to Web-based knowledge base, ticketing and RMA portals (My Support)
	Access to technical and field bulletins, release notes, letters of consideration, product <a href="#">documentation</a> and online training.

## How do I contact Aurora Networks Technical Support?

At Aurora Networks, we want to make getting support as easy and convenient as possible. Whenever you need us, reach out:

For **Severity 1 or 2 cases**, call Aurora Networks TAC:



**by phone:**                    +1-215-323-2345  
     +1-888-944-4357  
     +1-215-323-2346 (Spanish available M-F 8AM-5PM ET. Translation services available outside of those hours)

For a **Severity 3 or 4 cases**, contact Aurora Networks TAC via



**e-mail**    [TAC.Helpdesk@AuroraNetworks.com](mailto:TAC.Helpdesk@AuroraNetworks.com) or **Live Chat**

Additionally, to give you more control and visibility, you can always use our online portal to



## **My Support**

- open new support requests.
- track the progress of your cases.
- search our knowledge base for helpful solutions.
- review of recently closed cases.

*(If you need help registering for the portal, see the [Aurora Networks My Support Portal User Guide](#) or our technical support team will guide you through the process. The portal is available to all Aurora Networks customers with a valid service-level agreement (SLA), so you can manage your support needs anytime, anywhere).*

When you contact us, we will log your request into our case tracking system. Each case is assigned a unique reference number, which is sent to you in a confirmation e-mail. Please keep this number handy, as it helps us quickly locate your case whenever you contact us again.

Our system keeps a detailed record of everything related to your case, including:

- the issue you reported.
- steps we've taken to investigate and resolve it.
- any interactions with your team.
- related tracking numbers from your internal systems (if applicable).
- what to expect when you contact Aurora Networks Technical Support.

## **We ask you to be prepared**

- Unless specifically instructed, do not reboot or restart equipment or software processes prior to consulting with Technical Support. You may lose vital data about the problem.
- Be prepared to perform diagnostic tasks using instructions provided by Aurora Networks Technical Support and to carry out initial remedial actions including remote diagnosis.
- Make sure that the product is on a supported version of Aurora Networks software/firmware.
- Make sure all software updates have been installed in a timely manner and in accordance with Aurora Networks product documentation and other instructions.

# Technical Support

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- Make sure we have remote access to your network, as needed, so we can establish a data link for use in remote diagnosis and maintenance of the product. We will agree on appropriate security measures to prevent unauthorized access. Aurora Networks Technical Support will not connect to your network without your prior authorization, and the connection will be made solely to provide product support.
- Perform a first-level diagnosis to try to isolate and correct the problem.
- Check that day-to-day maintenance and network operations have been performed.
- Monitor network and system alarms.
- Review the available documentation, including release notes, product and installation manuals, and online help for information about your problem.

## Getting started

We will first:

- collect your name, company name, the product that you are calling about, the location of your problem, and your serial number or system ID.
- create a case in our call tracking system.
- ask for a brief description of your problem or question.
- confirm your contact information.
- verify whether the product you are calling about is covered under warranty or that you have a valid service-level agreement.
- If applicable, we will ask for any additional associated information or tracking numbers you may use in your system.

## We work with you to define the severity of your issue

Next, we will work with you to make a preliminary assessment and agree with you the severity of your issue based on your description of the problem. We use the severity levels described on Table 1 below to prioritize cases.

If you believe the severity assigned to your issue should be changed, you can request a change through the Technical Support Engineer working on your issue.

# Technical Support

## Severity Levels and Response/Restoration Times

The response and restoration targets vary for each case based on the severity of the issue.

Note that for some products, Aurora Networks offers technical support and software updates at no charge. Examples include inside- and outside-plant equipment. Our engineers follow the same processes for these products as for all other products, but the level of support and software availability may be limited to **commercially reasonable** support during normal Business Day hours.

Table 1: Guidelines by Severity

Severity	Description	Response Target	Restore Target
S1- Critical *	The Aurora Networks product no longer provides service for one or more of its main features, or a significant portion of subscribers and/or users is no longer able to use one or more critical features of the platform.	Immediate within 15 minutes 24x7x365 support is provided continuously until system functionality is restored. *	6 hours
S2 - High	Partial loss of production system functionality (diminished capacity) or loss of redundancy.	Immediate within 15 minutes 24x7x365 support provided continuously or as agreed with customer until system functionality is restored.	8 hours
S3 - Medium	Other problems of a lesser severity than "Critical" or "High" such as conditions that have little or no impairment on the function of the system.	During normal Business Day hours.	Not defined
S4 – Low/RFF**	Information request or Request for Feature (RFF). ** or Lab system issues	During normal Business Day hours.	Not Defined

**Notes:**

\*The response and restore goals listed above apply only to issues received via phone, not via email or the web portal. System functionality may be restored via a permanent fix, a temporary fix, or a workaround.

Aurora Networks has no obligation to act on issues we are unable to replicate or otherwise verify the issue based on the data and information you provide.

\*\*RFF You can request a feature via a Severity 4 case.

**Resolution:** Aurora Networks does not offer a specific resolution time, since resolution may mean different things based on the product. If a software release is required to fully resolve a software issue, Aurora Networks will follow ISO 9001:2015 standard.

## We Diagnose and Address your Problem

You may be asked to provide the Technical Support Engineer with copies of the system files, reports, and data files, as well as sufficient support and test time on your Aurora Networks System. Aurora Networks must have remote access to help you. The information and access you provide helps the Technical Support Engineer:

- Duplicate a failure when the product isn't functioning according to the corresponding documentation for the specific release.
- Confirm the problem is caused by Aurora Networks products.
- Initiate correction of the problem.
- Open an RMA whenever the problem is caused by a hardware issue

It is important that you inform Aurora Networks of any other recent environment changes or changes to other vendor equipment at your site that can be contributing to the problem (for example, power outages, changes in external equipment, network changes or issues, software upgrades to other vendor equipment, etc.).

If the problem cannot be reproduced, the Technical Support engineer will make a good-faith effort to identify a workaround until the problem can be reproduced or fixed.

The Technical Support engineer will also work to identify whether the problem may be related to third-party equipment or your network. Unless the third-party product has been sold by Aurora Networks (please refer to **Support for third-Party Products** for additional information), we are not responsible for diagnosing or resolving third-party hardware or networking issues. You are responsible for third-party or internal resource escalation for ownership and resolution.

In cases of severe network degradation in which telephone support, remote diagnosis, and other means of restoring the network have failed, there might be the need for on-site support. Please refer to the **On-Site Support Policy** for more information.

## Escalation

Should you believe a case is not being resolved in a timely manner or receiving the level of attention you believe is warranted, cases can be escalated within the Aurora Networks Technical Support management

structure. When escalating an issue, be sure to supply the case reference number in all communications. Call TAC and ask for the Manager.

Escalations first go to the Manager, then to the appropriate Director. If the Manager is unable to resolve the problem for any reason or does not provide the level of attention you believe is warranted, escalation may continue to higher levels of the organization.

At each level of escalation, we request that your company provides a contact at the same level, which helps ensure that the level of management involvement matches the decision-making level dictated by the resolution requirements of the problem.

Note that regarding outage situations, the Executive-level Team is notified within two hours of an on-going outage being reported. Periodic updates are sent out until the outage is cleared.

## Root Cause Analysis or “RCA”

Aurora Networks has a robust Quality Management System (QMS) that defines quality requirements for the business segments. Aurora Networks is registered with ISO9001. RCA is the part of Aurora Networks QMS process used to understand the cause of a S1 critical issue. Prerequisites for an RCA include an S1 case having been opened by the customer within one (1) hour of issue occurrence, remote access to the customer network within that initial hour, customer provision of logs and/or captures relating to the issue, Aurora Networks’ receipt of affected hardware, and other data as requested. RCAs cannot be performed if all the required data and equipment is not made available or if the issue cannot be reproduced. For some issues, no root cause can be determined. RCAs are provided based on mutual agreement between Aurora Networks and the customer that an RCA is needed. We use Aurora Networks’ established RCA process and it’s applicable RCA form.

## Support for Third-Party Products

Support for a third-party product is available when

- the product has been purchased from Aurora Networks.
- the product has been included in an Aurora Networks service-level agreement quote.
- the product is part of a Statement of Work negotiated with Aurora Networks.

- the third-party vendor has authorized Aurora Networks to provide support for its product. (Occasionally, third-party vendors prefer you contact them directly for support.)

Aurora Networks Technical Support will help you troubleshoot issues with third-party products. If necessary, we will help you open a case with the third-party vendor and will assist you in following the manufacturer's instructions. Depending on the results of the troubleshooting or the preferences of the third-party vendor, you may need to work directly with the third-party vendor to address the problem. In this case, the Aurora Networks respond and restore guidelines will not apply, since third-party vendor response and resolution times may vary.

Some Aurora Networks products (DAC6000, RADD, Uplink) are based on Commercial-off-the-Shelf (COTS) Servers. Aurora Networks provides you with the manufacturer's warranty on these servers directly from the manufacturer, so you are responsible for contracting directly with the manufacturer after the initial manufacturer's warranty period expires.

Or contact your Sales Account Manager to let him or her know you would like to renew or extend the manufacturer's warranty through Aurora Networks.

## Support for Discontinued Products

### Hardware

Aurora Networks may discontinue a product at any time; however, we will provide reasonable advance notice through a written End-of-Life (EoL) Notice. Following an EoL announcement, we will make commercially reasonable efforts to continue offering fee-based hardware replacement parts and technical support for a period of one (1) to five (5) years from the EoL notice date. The specific support and repair timeline for each discontinued product will be outlined in the corresponding EoL Notice.

### Software Versions

Aurora Networks generally supports the current New Feature Software Release, as well as the previous two New Feature Software Releases. On those cases where the product has NOT reached its EoL, software versions older than 5 years old are not supported even if they are one of the 2 last software versions released.

## On-Site Support Policy

In cases of severe network degradation in which telephone support, remote diagnosis, and other means of restoring the network have failed, upon your request Aurora Networks will, at its discretion, dispatch

an Aurora Networks Technical Support engineer to further attempt to isolate and resolve the problem. If we determine the cause of the problem was not the Aurora Networks product(s), you will reimburse Aurora Networks for all charges reasonably incurred, including engineering time at our standard rate, as well as lodging and travel expenses of Aurora Networks personnel while traveling and at your site.

Requests for services outside the scope of the service-level agreement or for equipment that is not covered under an agreement may be quoted separately and may be delivered only under the terms and conditions of a Aurora Networks Statement of Work. On-site support will be provided according to Aurora Networks parts and service availability at current Aurora Networks time and materials billing rates.

### Renewing your Service-level Agreement

To ensure uninterrupted support, we recommend renewing your SLA before it expires. Your sales representative can provide a renewal quote for you at any time.

If your SLA has already lapsed, we're here to help you reactivate it. Please note the following:

- A new renewal quote will be issued upon request, as previous quotes will no longer apply.
- Your renewed SLA will start from the date your previous agreement ended.

We can begin system work or recovery as soon as your new SLA is active.

## Hardware and Software Warranty

If you purchase your new hardware or software product directly from Aurora Networks, please refer to the Aurora Networks [Limited Product Warranty](#) and [Terms | Vistance Networks](#) for standard warranty details per product, or refer to your unique purchase agreement, if applicable.

Under your technical support agreement, you will have access to the software and accompanying documents, including release notes. If you need assistance registering for our software download tool, our TAC team will be happy to assist you.

If the issue you are experiencing is the result of a hardware failure, our Technical Assistance Center (TAC) will work with you to determine the warranty status (in or out-of warranty) and the type of hardware service to process the corresponding RMA.

You can contact our TAC to request a Return for Material Authorization (RMA) or directly open it in the [My Support](#) portal.

Please have the following information available for your defective unit:

- Defective part number and serial number
- Detailed description of the issue, including when the failure occurred (e.g., during initial deployment or after a period of operation)
- Company name and ship-to address
- Contact name, e-mail, and a valid phone number

**Note:** If you are submitting RMAs for multiple units at the same time, Aurora Networks may require additional time to complete the repair and return process. If so, our team will contact you to provide an updated timeline and coordinate an appropriate return schedule.

## Types of RMA Services

### Dead-on-Arrival (DoA)

New units failing within 30 days (local) or 90 days (international) of shipment.

# Repair Services

After a DoA request is validated and approved, Aurora Networks will provide, via e-mail, an estimated replacement ship date and a completed copy of your RMA Request Form, which will include your RMA number and shipping instructions. Reasonable commercial efforts will be made to ship a replacement part within two Business Days of DoA approval. Or, in some situations, Aurora Networks may choose to repair the original unit.

## Standard Repair

If the damaged unit has not been classified as a DoA and you have not purchased an advanced replacement SLA:

We will first verify the warranty status of the product.

- If the product has been verified as in-warranty, an RMA will be issued within one (1) Business Day, including the RMA number and shipping instructions for the defective unit.
- If the product is confirmed to be out-of-warranty, we will provide a repair quote. Once we receive your purchase order, Aurora Networks will email your RMA Request Form with the RMA number and shipping instructions. Please follow these instructions when sending the faulty unit.

Aurora Networks will make commercially reasonable efforts to repair and return the unit within 30 calendar days from the date it is received at our repair center. For OEM products and EU customer shipments, repair and return timelines may extend beyond 30 days to accommodate regional logistics, compliance requirements, and transportation constraints.

Because repair turnaround times cannot be guaranteed, customers are encouraged to maintain their own spare parts inventory. (Fans, disk drives, and power supplies are not eligible for repair or replacement.)

## Repair Exclusion

Aurora Networks is not responsible for damage to products due to mishandling, misuse, or *Force Majeure* event damage including, but not limited to lightning damage, infestation, liquid damage, abuse, corrosion, damage due to the environment, or tampering with unit to enhance or repair it.

## Advanced Replacement

If the damaged unit has not been classified as a DoA and you have purchased a service-level agreement that includes advanced replacement parts.:

- Technical Support will verify that a replacement part is required and confirm that you have an active Advanced Replacement contract.

## Repair Services

- Once confirmed, Aurora Networks TAC will process the shipment of the replacement unit within two (2) Business Days and will email you a completed RMA Request Form containing your RMA number and the shipping instructions for returning the faulty unit.

Please return the defective unit within ten (10) business days of receiving your replacement, using the prepaid airway bill included in the shipment. If the defective unit is not received at our repair center within forty (40) business days, your advanced replacement service for this product will revert to our standard in-warranty service until the unit is returned. No penalties will be assessed.

Please be aware that:

- Advanced replacement does not obviate your need to carry on-site spares. An advanced replacement contract is meant to replace your spares, not your live, production equipment. Aurora Networks is not responsible for network outages that occur because you do not have spares on-site.
- Advanced replacement service is only available for production network failures. It will not cover failures that occur during staging, deployment, or relocation of equipment.
- Not all components of a product are entitled for advanced replacement under contract, including some COTS (Commercial off-the-shelf) Servers and consumable items such as air filters and others.

### [Advanced Replacement Terms and Conditions](#)

The advanced replacement clock starts after the Technical Support engineer has agreed that a replacement part is required and the RMA has been assigned.

The clock start time is documented in the Aurora Networks case-tracking system.

Advanced replacement RMAs assigned after 2PM are considered assigned the next Aurora Networks Business Day.

- North and Latin America (EST)
- EMEA—Amsterdam hub—Central European Time (CET)
- Japan—Tokyo hub—Japan Standard Time (JST)
- Singapore—Singapore hub—Singapore time (SGT)
- Australia—Melbourne hub—Australian Eastern Standard Time (AEST)

Aurora Networks is not responsible for delays outside its control once the replacement unit is in custody of the courier.

## Repair Services

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If the replacement unit you requested does not correct the problem and additional replacement units are required (regardless of fault), you must open a new RMA.

We reserve the right to limit the number of units you request to a reasonable number. If you request more than 1.5 times the average return rate of the product at one time, we will contact you for more information and further diagnostics

## Repair Services

Table 2 – Shipping Information

<b>Event Description</b>	<b>DoA Replacement</b>	<b>Standard Repair</b>	<b>Advanced Replacement</b>
<b>Return deadline for the defective unit</b>	30 days to avoid RMA cancellation	30 days to avoid RMA cancellation	40-business-day limit to avoid contract modification
<b>Pre-paid air waybill</b>	No	No	Yes, included
<b>Who pays for the shipping?</b>	Aurora Networks	Defective Unit - Customer Repaired Unit - Aurora Networks	Aurora Networks
<b>Shipping Terms</b>	DDP to your central warehouse	Defective unit-DAP to Repair Center Repaired unit-DAP to Port of Destination	DDP to your central warehouse
<b>Remove batteries, external power supply, power cords, manuals, brackets etc. when returning defective unit</b>	Required	Required	Required
<b>Use approved packaging</b>	Required	Required	Required
<b>Write RMA# on box and include the form inside the box</b>	Required	Required	Required
<b>Notify carriers not to split shipments</b>	Required	Required	Required

## To use this *Guide* as your Contract

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This *Guide* to Technical Services ("*Guide*") is entered into by and between [**Aurora Networks entity**] with principal place of business at [**Aurora Networks' address and country**] ("Aurora Networks") and [**Customer entity**], with principal place of business at [**Customer's address and country**] ("Customer").

This *Guide* will serve as Aurora Networks Service Level Agreement for the products indicated below:

Aurora Networks Product: \_\_\_\_\_

Optional Hardware Replacement: \_\_\_\_\_

This *Guide* shall apply for the term of the initial purchase order received by Aurora Networks ("Term") and any additional renewal purchase order ("Renewal Term").

\_\_\_\_\_  
Customer Representative

\_\_\_\_\_  
Aurora Networks Representative

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Aurora Networks Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**“Aurora Networks”** or **“Technical Support”** means Aurora Networks Technical Support engineers and/or its designated affiliates in any Aurora Networks location.

**“Business Days”** means Monday through Friday local time, except for local Aurora Networks-observed holidays.

**“Non-Business Days”** means Saturdays, Sundays, and local Aurora Networks-observed holidays.

**Generally Available”** or **“GA”** refers to a software or firmware release that has been made available on Aurora Networks secure software download portal.

**“Hardware”** means equipment designed and manufactured by Aurora Networks or other manufacturer's equipment offered for sale by Aurora Networks to customers.

**“Product”** is any combination of Aurora Networks hardware and/or software products, sold to customers by Aurora Networks, Aurora Networks subsidiaries, or authorized resellers of Aurora Networks.

**“Returned Material Authorization”** or **“RMA”** is the number and document assigned to an item slated to be returned to Aurora Networks for repair or replacement. All materials returned from the field must be issued an RMA (Return Material Authorization) number.

**“Response Target”** starts when your communication is answered and a Technical Support case is opened, which is documented in the Aurora Networks case system.

**“Restore Target”** starts when a case is opened and ends when Aurora Networks has provided the technical information which, when implemented, will restore the Aurora Networks Product to a reasonably satisfactory, usable level of functionality.

**“Service-Level Agreement”** or **“SLA”** means this document, or another set of mutually agreed terms and conditions that explains the service Aurora Networks provides to you for an annual fee. A service-level agreement may include Technical Support, and/or hardware replacement parts, and/or GA software. Aurora Networks service-level agreements specifically *exclude* custom-designed software, optional software that is priced separately, and/or “keyed” firmware and software, as well as the installation of software.

**“Service-level Agreement ID”** is the 4- or 5-digit number you use to open a case with Aurora Networks.

**“Software”** means Aurora Networks-licensed, released, GA software, including any updates provided, and any other enhancements, modifications, and bug fixes provided thereto, in object code

form only, and any full or partial copies thereof, licensed by Aurora Networks for use solely in conjunction with the covered products.

**“Software Update”** means a released, GA version of Software that embodies a consistent set of corrections of errors, maintenance, or emergency (bug fixes), or modifications and minor features released by Aurora Networks to resolve a Aurora Networks product defect that is impacting ongoing business operations. A minor release is generally expressed as the number to the right of the decimal point. Other modifications, improvements, and bug fixes are generally designated with numbers and letters further to the right.

**“New Feature Software Release”** means a released, GA version of software that embodies a consistent set of features and functional enhancements which are not custom-designed software, optional software that is priced separately, and/or “keyed” firmware and software. A major release is generally expressed as the number to the left of the decimal point.

**“Scope of Work” or “SoW”** means the scope of the written information (such as reports, specifications, designs, plans, drawings, or other technical or business information) that Aurora Networks prepares for the Customer in the performance of the Services.

**“Vistance Networks Terms and Conditions of Sale”** means terms and conditions that can be found in the following link [Terms | Vistance Networks](#)



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