

Flow Control Platform – Maintenance

Technology moves very fast... Flow Control Platform – Maintenance ensures that you keep pace. FCP Maintenance is designed to ensure your Flow Control Platform™ (FCP) solution is kept up-to-date with the latest premise-based optimization software innovations and supported by experienced engineers to ensure your solution is optimal for your business to reap return on your investment.

FCP Maintenance combines technical support and software upgrade support to optimize the use of the FCP solution within your network as well as protect your investment. Providing you with the latest software upgrades and revision levels, Internap® FCP Maintenance enables you to maintain, enhance and improve the performance of your FCP solution.

In addition, an ongoing and integral part of your FCP Maintenance is technical assistance from Internap engineers. Internap certified engineers assist your staff in configuration and diagnosis of interoperability issues.

Internap is committed to continually improving our premise-based optimization technology and extend the capabilities of the platform for you. With FCP Maintenance, you are able to enjoy the benefits of ongoing feature/functionality developments, secure necessary patches and bug fixes, and protect your investment against the possibility of hardware failures.

Protecting Your FCP Investment

An extended hardware replacement capability is included on all FCP hardware as part of annual FCP Maintenance plans. This provides rapid replacement or repair of any defective FCP hardware, eliminating the need for you to purchase and maintain a costly spares inventory.

If a hardware failure should occur during the maintenance period, Internap will repair or replace any defective equipment, free of charge, within five (5) business days. Without appropriate Maintenance coverage, Internap's standard 90-day hardware warranty will apply.

FCP Maintenance includes:

- Technical assistance in resolving installation, configuration and usability matters
- Diagnosis of problems and interoperability issues
- Telephone technical support available 24x7x365
- On-line web access to product documentation, white papers and user manuals
- Input and participation in ongoing product feature/functionality development
- Periodic software updates and upgrades such as upgrade instructions, release notes, technical briefs and upgrade knowledge-based items provided via customer portal website

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