



Contract QuesCom Services

This QuesCom Care contract is applicable between QuesCom and the company below:

Contract Reference Number: **00008048**

Customer Name **WESTCON GROUP EUROPEAN OPS**

Customer Support Number Support

This QuesCom Care contract applies on the following product:

Serial number of
product linked to
contract

Q401-C8-00022030

End User
Customer NAME

SERVICE TELECOM ET RESEAUX

Beginning of
contract

08/09/2011

End of contract

07/09/2014

Description

Type of Maintenance contract : SERV-CARE-3

For this serial number product, this service agreement includes until end of contract:

1/ Version access to QuesCom software (Provided this version can work without hardware upgrade)

2/ Unlimited technical hot-line access by phone/fax or by webform

3/ QuesCom support website access : <http://support.quescom.com> enables to download all technical documentation and patches, to edit and follow up on tickets, to follow up on RMA, to edit and follow up on forum messages.

4/ In case of hardware failures: Issue detection and free repair quote and repair time is guarantee in 5 working days after receipt of the equipment by QuesCom.

For further informations about QuesCom Customer Services, please read QuesCom general maintenance policy.

HOW ACCESS WEB SITE SUPPORT ?

1

Create your personal account by clicking on «Register» sur Support.quescom.com and filling in the form.

2

Sign in with your Username and your Password.

You can now access QuesCom Support!

3

Register your product.

For further information or in case of problems, please contact QuesCom support on +33 (0) 820 20 38 46 or by email on support@quescom.com.