

## Open Network Switch Support Flowchart

## STEP 1: REPORTING THE PROBLEM support@championone.com 800.860.7466, menu option #5 (USA toll-free) 1.216.831.1800, menu option #5 (international) Please provide the following information: Your name, phone number, and email Switch serial number Company name Operating software part number Switch part number Description of technical issue STEP 2A: SOFTWARE ISSUES STEP 2B: HARDWARE ISSUES If Champion ONE is unable to resolve the Please provide the following additional hardware issue, our customer service information: representative will initiate the RMA • Software release number process, and an advance replacement will Support part number be shipped directly to you. • Email ID and license number Once the advance replacement arrives, please repack the defective switch in the Champion ONE will schedule a conference replacement's packaging and return to call with both you and your chosen software Champion ONE. vendor to facilitate prompt resolution. STEP 3: FOLLOWING UP... Champion ONE strives to provide In a Class by Itself Service™ in every situation. To ensure we continue to do so, a cusotmer service representative will contact you with a brief survey regarding your recent support experience.

Please share any concerns about the level of service you received, or any

suggestions for improvement that you may have.