



Support Terms & Service Level Agreements

The Cranberry Networks support offerings provide what you need to help you keep your wireless network up and running. Bundled Warranty Support provides basic issue resolution and replacement of Cranberry Networks products within the applicable warranty period.

Technical Support Service Level Agreements

We at Cranberry insure that you provided with the best support available based on the support criteria you have selected for your Access Point deployment. Cranberry Networks has three levels of support we provide to customers. With the standard access point, a Silver Plan is included with all support. Premium levels of support come with two separate tiers. Premium support is charged at the time of your purchase and is purchased in 12 month annual increments, and is automatically billed on an annual basis. Premium support cannot be purchased after the purchase of your Access Points. It must be purchased with them.

How do I get support?

Simply fill out the support request at www.cranberrynetworks.com and fill out the information under the support form. You will receive a response with acknowledgement within 24 business hours. Based on your plan, Silver, Gold or Platinum, we will provide you with the appropriate response and direction.

What types of Support Plans are Available?

There are three plans available for support. The Silver Standard Plan is included in your purchase of the Access Points, while Gold and Platinum plans are purchased with your order of Access Points. Here are the specifics you will receive with each plan.

Silver Standard Plan (Included with your AP)

- Hardware Support Only for 12 months
- Replace or Repair at the Company's Discretion
- Customer pays for shipping both to and from Support Center
- Standard Firmware Updates provided
- No On-site support is available
- No Phone Support is available
- Email Support at support@cranberrynetworks.com

Who should select the Silver Plan?

The Silver Plan is best for customers who have a thorough understanding of how to install, configure and deploy Access Points seamlessly in Point to Point and Point to Multi-point environments. They need little to no assistance, as they understand how to install and deploy Enterprise Grade Access Points within their network.

Gold Premium Plan (Paid Premium Support – Level 1)

- Hardware is warrantied for 12 months
- Replace or Repair at the company's discretion
- Cranberry Networks will pay for shipping to and from it's support facility for hardware
- Express Mail Delivery for Replacement Hardware
- Minor software bug fixes will be supported as determined by the company.
- Newer BYOD devices will be supported
- Phone Support is available
- Email Support is available
- Customer Paid On-Site support is available as determined by the company
- **Unique bug fixes will be supported at a company level.**

Who should select the Gold Plan?

The Gold plan should be selected by customers who have some knowledge of deploying and installing Access Points but might need have complicated network architectures or might need minor configurations or custom firmware updates for their network environment. Customers should also consider the gold plan if they don't have limited experienced personnel deploying Access Points in distributed environments or remote locations.

In addition, customers who might need access to our software engineers to advise on how to rollout or deploy Cranberry Access Points within their network. Customers who might need additional newer hardware devices supported for monitoring and reporting purposes. Customers with complicated and distributed environments who might need assistance with custom configurations and enhancements that the software does not currently support.

Cloudberry Cloud Controller

The Cloudberry Controller comes with three levels of features, Silver, Gold and Platinum. For Cloud Service and licensing, please refer to the license agreement.

With a Cloud License subscription, you receive the most up-to-date enhancements for Cranberry Cloud Controller with the feature set you have selected. Updates include bug fixes and error corrections. Upgrades include new product features and enhancements that Cranberry Networks makes for the Cloud Controller, available to its customers at its discretion. All firmware updates for the Cloud Licensing will be either downloadable from the website, or pushed through the master Cloud Portal.

Subject to the terms and conditions below and the hardware warranty and end user license agreement that accompanies the Cranberry Networks product.

Known and/or minor bug fixes noted by support group will be updated in the priority received.

All Access Points can be configured from the Cranberry Cloud Controller.

Please allow between 24-48 business hours for support to respond for Cloud related support.

A Cloud Feature and Quick Start guide is provided on the resources page on the Cranberry Networks website and also available in the help guides in the Cloudberry Cloud Portal.

For the quickest response, please email support@cranberrynetworks.com and in the subject line, please choose "Cloud" and provide information on how we can support a new or existing issue and fix.

Warranty Terms & Conditions

1. Subject to the terms and conditions of the hardware warranty that accompanies the Cranberry Networks product.
2. Subject to terms related to excessive use.
3. Technical Support excludes occasional downtime due to system and server maintenance, observed U.S. and overseas holidays, and events beyond our reasonable control.
4. Cranberry Networks does not warrant or guarantee that future updates and upgrades will be supported by current Cranberry Networks hardware. Updates and upgrades shall be provided as they are made generally available by Cranberry Networks at Cranberry Networks's sole discretion.
5. Replacements will only be provided for reproducible hardware errors verified by a Cranberry Networks Technical Support representative.
6. . Hardware warranty is void if the equipment has been tampered with.

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