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Advanced Hardware Replacement

If you are in search of a program that protects your MRV Communications hardware investment as well as your support budget then this program is for you.

This support program is for Network Administrators who can handle the daily needs of installing, configuring and troubleshooting network issues without assistance but, in the event of a hardware malfunction, need the guarantee that a no-cost replacement will be supplied by the next business day.

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- **Expedited Hardware Replacements**

You receive *same-day air freight dispatch exchanges for malfunctioning products which are covered under your contract.

- **Full Access to WWW Support Tools**

You will have full and unlimited access to the MRV Americas Worldwide Web site where you can take advantage of all of our latest support information and tools.

- **Software & Documentation Enhancements**

You will be granted unlimited access to our password protected, software and documentation viewing and download Web site. This guarantees that you can always take advantage of our latest developments and performance enhancements.

If you are interested in acquiring our Advanced Hardware Replacement contract or you need more information, please fill out and submit our [Service Agreement Inquiry form](#).

* Same business day air freight dispatch results in next business day delivery in the U.S. if call is received by 4:00 p.m. Eastern Standard Time. Local customs regulations may delay delivery outside the U.S.

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Phone Support

Do you need professional, but only occasional, guidance in the maintenance and configuration of your MRV Communications hardware and software? Do you want full access to all online technical information and is free and unlimited access to the latest software and documentation enhancements important? If so, then this contract option represents one of the best values in the market today.

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The electronic support facet of this program is part of our [E-Support](#) contract offering.

- **Normal Workday Telephone Support**

You receive 10 full hours of access to seasoned network professionals (8 a.m. to 6 p.m., Monday through Friday, Eastern Standard Time) to address problems which relate to your MRV Communications equipment and software.

- **Full Access to WWW Support Tools**

You will have full and unlimited access to the MRV Americas Worldwide Web site where you can take advantage of all of our latest support information and tools.

- **Software & Documentation Enhancements**

You will be granted unlimited access to our password protected, software and documentation viewing and download Web site. This guarantees that you can always take advantage of our latest developments and performance enhancements.

If you are interested in acquiring our Phone Support agreement or you need more information, please fill out and submit our [Service Agreement Inquiry](#) form.

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Priority PLUS Support

From product installation to emergency assistance when the chips are down, this is the ideal support program for Network Administrators who are responsible for equipment and applications where up-time is critical.

In addition to all [E-Support](#) features, Priority PLUS Support offers around-the-clock telephone assistance, full access to all software and documentation enhancements plus provides for same-day air freight dispatch of hardware exchanges. This support program also includes extended protection for your out of warranty hardware so that your investment is protected now, and in the years to come.

Feature rich and competitively priced, this is our most popular support contract offering.

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- **Unlimited 24x7x365 Telephone Support**

We are there when you need us. A seasoned network professional is available to assist you 24 hours a day, 7 days a week, 365 days a year in the resolution of problems which relate to your MRV Communications equipment and software.

- ***Expedited Hardware Replacement**

You receive same-day air freight dispatch exchanges for malfunctioning products which are covered under your agreement.

- **Full Access to WWW Support Tools**

You will have full and unlimited access to the MRV Americas Worldwide Web site where you can take advantage of all of our latest support information and tools.

- **Software & Documentation Enhancements**

You will be granted unlimited access to our password protected, software and documentation viewing and download Web site. This guarantees that you can always take advantage of our latest developments and performance enhancements.

If you are interested in acquiring our Priority PLUS Support agreement or you need more information, please fill out and submit our [Service Agreement Inquiry](#) form.

* Please note:

1. Same business day air freight dispatch results in next day delivery in the U.S. if call is received by 4:00 p.m. Eastern Standard Time. Local customs may delay delivery outside the U.S.
2. Selected obsolete or custom products may not be eligible for this program provision.