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## Technical Paper

# SkyCare Description of Services

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# 1 Introduction

For Gilat, the success of your VSAT network is never taken for granted. These satellite networks, like any other advanced technology, require expertise and understanding so that you can meet your financial, operational, management and service objectives.

Our **SkyCare Business Support Plans** help you to maintain high service levels, keep your technology up-to-date and adapt to evolving business needs.

SkyCare provides you with more than just responsive support and regular maintenance. SkyCare support plans provides the peace of mind and services you need to run your business.

## Top 5 SkyCare Benefits

- **Support Your System Lifecycle**
- **Reduce Total Cost of Ownership**
- **Prevent and Reduce Risk**
- **Increase Operational Efficiency**
- **Adapt to Evolving Business Needs**

Gilat's SkyCare support plans have been designed to provide you with professional consultation, optimization, monitoring and technical support. Whether your staff handles your VSAT networks, or whether you use outsourced systems support, Gilat's Global Services department will give you the relevant help, tools and information you need, whenever and wherever you need them.

We work with you to design, implement, maintain and manage your network, ensuring that your critical networking components will remain available when internal and external users place the highest demands on them, providing higher performance, with no downtime.

The following document outlines Gilat's main technical support and equipment warranty services.

# 2 Gilat SkyCare Services

## 2.1 Support Plans

Gilat provides three different support plans to suit customer needs and commitments. Gilat's CRM system manages support levels, ensuring they meet the [service level agreement \(SLA\)](#) per customer, such as 24/7 support, response and restoration time, as well as remote and on site health checks.

## 2.2 Connect Web Site

Gilat customers can use our online [CONNECT](#) website for services, documentation updates and training schedules, 24 hours/7 days a week. You can open new service requests, view the status of all existing service requests, return merchandise authorizations (RMAs), shipment deliveries and learn how to use Gilat products via the [e-Learning](#) Academy.

## 2.3 Global Support Center

Gilat's 24-hour/7-day-a-week Global Support Center enables you to get prompt assistance whenever problems/issues arise. You can open a service request directly from the [CONNECT](#) website. Gilat will respond to service requests to ensure full network restoration, according to the nature of the request and the timeframe set out in your SLA.

## 2.4 Emergency Support 24x7x365

If you are experiencing a network outage, which is defined as either a system's failure to maintain end-to-end communications or loss of a majority of VSATs, Gilat is committed to restoring the network service as per the SLA. When this situation occurs, please contact Gilat immediately via a dedicated emergency telephone number.

A Gilat engineer will handle the problem, using every Gilat resource available to resolve the outage, even if it occurs outside regular business hours. The covered type of outages depends on your SLA program.

For some SLA packages, site emergency services are also included. Gilat is committed to restore single site services assuming there is still connectivity between the Hub Baseband and the specific faulty site. Site maintenance visit is not included in any package.

## 2.5 Software Updates

Throughout the warranty and support period, Gilat will provide all relevant software bug fixes, patches and workarounds (except for additional features). These updates are published and made available to customers periodically.

You can purchase upgrades (defined as one or more new licensed feature additions to the current software) as available, at Gilat's prevailing price schedule.

Customers purchasing Economy package are entitled to get patches with fixes. Other SLA packages (Standard and Extended) are granted to receive also upgrades to major version with included unlicensed features.

## 2.6 Documentation Updates

Throughout your warranty period, you can freely access the entire set of Gilat technical documentation, published in Gilat's [CONNECT](#) portal.

## 2.7 On Site Health Check

Gilat will send an engineer to perform a system health check, which includes the following tasks (according to your needs):

- System inspection of hub components and connections;
- Test system redundancy;
- Software verification (to ensure it is up to date and compatible);

- Hub architecture verification and switch compliance;
- NMS servers and clients inspection;
- NMS database backup and maintenance;
- Management PC inspection;
- QoS machine inspection;
- RFT and hub antenna inspection, measurements and test (if sold by Gilat).

The number of one site health check visits is limited to the number listed in your SLA program.

## 2.8 Proactive Remote Health Check

Gilat will remotely connect to the network, with the approval of the customer, will extract information from the Network Management System and will provide a system “health check” report based on the extracted information.

The number of proactive remote health checks is limited to the number listed in your SLA program.

## 2.9 Network Traffic Analysis

Gilat will provide a comprehensive network traffic analysis. Among other elements, the network traffic analysis includes assessment of the following:

- Online VSATs deployment;
- Inbound traffic and utilization;
- Outbound traffic and utilization.

The number of network traffic analysis is limited to the number listed in your SLA program.

## 2.10 Customized Reports

Gilat will offer a list of available KPIs provided by Global Support Services and you will be entitled to get periodic reports selected from this KPIs list. Such report to be issued not frequent than once a month. Examples of such reports are Flight analysis and traffic KPIs.

This service is included only on some SLA packages.

## 2.11 Technical Account Management

You will be entitled to receive the services of a named Technical Account Manager who oversees and addresses all your technical needs and Technical Services issues delivered by Gilat Global Services. This Technical Account Manager will provide you accurate status of technical service issues during the maintenance phase and act as your first escalation point of contact, ensuring your service satisfaction.

This service is included only on some SLA packages.

## 2.12 Configuration Changes/Satellite Migration

You can request that Gilat remotely perform a system configuration change or satellite migration (frequency plan and/or bitrate) of your hub station equipment. The number of configuration changes is limited to the number listed in your SLA program.

You can purchase additional configuration changes at Gilat’s prevailing price schedule.

## 2.13 SkyCare Support Plans

Table 1: SkyCare Support Plan

SkyCare Support Plans		ECONOMY Basic	STANDARD Enhanced	EXTENDED Enhanced+
Service Availability	24x7x365 Self Service Web Portal	•	•	•
	Access to Web Based Knowledge Center	•	•	•
Prioritized Service	Emergency Support 24x7x365	Network outage	Network outage	Network and Site outage
	Support Hours	Business Hours Only	24x7x365	24x7x365
	Support SLA Level	Basic SLA	Enhanced SLA	Enhanced SLA
Software Updates	Software Release Availability	Patch releases	All release types	All release types
	Remote Assisted Upgrade Support	•	•	•
	Software Announcements	All release types	All release types	All release types
Business Insurance	Annual On-Site Health Check	-	-	1 per year
	Proactive Remote Health Check	-	1 per year	Monthly
	Extended Warranty for Hub Baseband Solution*	-	•	•
	Extended Advanced Replacement	-	-	•
Reporting Services	Network Traffic Analysis Report	-	1 per year	Monthly
	Customized Reports	-	-	•
Business Adaptation	Technical Account Management Support	-	-	•
	Configuration change / Satellite Migration	-	1	2

## 3 Gilat SkyCare Services

### 3.1 Definitions

#### **Network Notification Availability**

The days/hours when the Global Support Center (GSC) can receive notifications.

#### **Telephone availability**

- The days/hours when the GSC can receive telephone calls for critical problem cases.

- **Response**

GSC initiation of a fault investigation.

- **Restore**

Actions to resume network operations when major disrupted services have been restored for the majority of end users.

- Note: a restored network/site can still experience non-critical services impairment and/or interrupted service for a small number of end users.

- **Closure**

The issue has been solved and the case can be closed.

- **Critical Network**

A defect or problem resulting in a complete system failure or non-operation of significant services, affecting the majority of end users and requiring immediate resolution/correction.

- **Critical Site**

A defect or problem resulting in a partial or intermittent site failure affecting mission critical services delivered by this site. A mission critical service can be a cellular backhaul transport or an emergency (or similar) application service delivered by the site. This condition is generally characterized by a partial site failure and requires immediate resolution or correction. A site that does not have any connectivity with the Hub Baseband Equipment, therefore not having any way for any kind of remote support, probably requires site maintenance which is not covered by the Skycare contract. A list of mission critical application per sites is defined during contract negotiations.

- **Major**

A defect or problem resulting in partial/system failure or non-operation, where service to the majority of end users is not affected.

- **Minor**

System is usable and problem does not materially affect end-user operations but can involve individual system components or any other failure that does not meet “critical” and “major” definitions.

- **Inquiry**

Any request for information or explanation, which does not refer to a current problem.

## 3.2 Equipment Warranty Programs

### 3.2.1 First Year Warranty for all Items

For the first year, Gilat will provide repair service for the supplied items. You can easily report and monitor the RMA by accessing the CONNECT website.

Equipment warranty programs – details available with your local Program Manager

### 3.2.2 Extended Warranty

Gilat offers a Hub baseband (not including RFT and other 3rd part equipment) hardware repair option (extended warranty) included on some of the SkyCare programs and valid during the whole period of the contract.

**Notes:**

- Hub baseband extended warranty is bundled with some of the SkyCare programs and cannot be purchased separately.
- Extended Warranty services for VSATs or other network elements can be purchased only if you have a valid and relevant SkyCare support agreement (Standard or Extended).

### 3.2.3 Advanced Replacement

Gilat offers advance replacement service for hub baseband equipment for some of the SkyCare programs.