

## Technical Support Desk

To bring your network back into operation with the minimum of delay, contact our skilled specialists at the Belden Competence Center.

Here you can get the necessary telephone and email support, subject to contract, around the clock for your GarrettCom™, Hirschmann™ and Tofino™ products.

### The key issues

If during a failure you require immediate expert help, every minute counts. A network which must be operational 24 hours a day should ideally be covered by a trained specialist 24 hours a day.

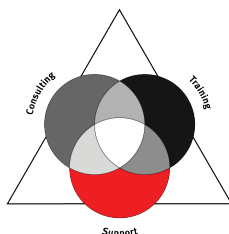
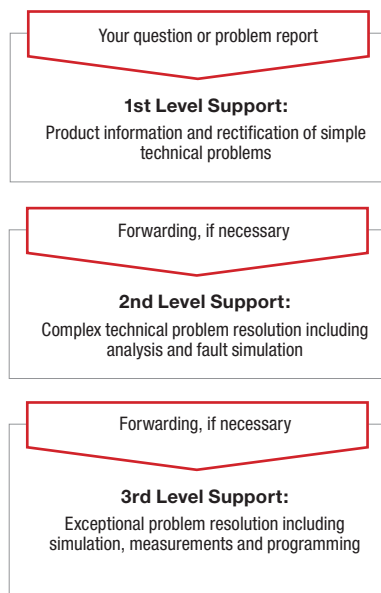
However, no matter how valuable a reliable support service is, it must also be affordable. The use of external specialists can quickly pay for itself. A clear support quotation makes it simple to compare risks and costs. Especially if the required services are tailored exactly to your requirements.

### Which advantages you should exploit

With the Belden Competence Center you are on the safe side, in every respect. From the classic support desk to the 24x7 on-call service around the clock, you will receive exactly the service that you want. With competent support from our experts.

You also benefit from complete control of your costs. Telephone and email support is available free of charge during office hours. Or take out a 24x7 support plan, and pay only the agreed flat rate. In return we will deliver a solution to your problem, even if it requires detailed analysis. One call is enough.

### Belden Technical Support Level



### What we do for you

#### Support Desk

- Help desk support by telephone, email and web-based help desk system
- Rapid, competent problem resolution via the Belden Competence Center
- Where necessary, automatic forwarding to 2nd or 3rd level support (see diagram)
- Tracking in our web-based help desk system
- During local office hours

#### 24x7 Technical Support

- Round the clock telephone support
- 365 days a year
- Highest level of support for mission critical networks
- Dedicated national telephone numbers
- Prioritized service
- Location specific
- International service provided in English
- Low cost annual flat rate based on list price of the installed devices

