

# HiveCare™ Callback Support

Welcome to the HiveCare Callback Support Program. This program is an add-on to the HiveCare Community Support Program. HiveCare Callback Support is designed to help recipients of an Aerohive Connect Product receive the best possible out of the box experience in the shortest amount of time.

To access your HiveCare Callback Support please login to our HiveNation Community, set up an account, and navigate to <http://www.aerohive.com/support/connect-support/>.



## FEATURES OF HIVECARE™ CALLBACK SUPPORT

### Audience

HiveCare Callback Support is intended for Aerohive Connect customers that need, in addition to the standard Community-based support, additional support in the form of Callback-based phone support.

### Coverage and Support

HiveCare Callback Support is delivered by the Aerohive Technical Assistance Center (ATAC). Aerohive will accept requests for a callback for specific items via a web form completed by the entitled end user, vetted by the community Moderator, and submitted to Aerohive. Access the web form at: <http://www.aerohive.com/support/connect-support/>.

### Support Response and Service Level Commitments

There are no service level commitments for HiveCare Callback Support. If the Community Moderator approves a question it is submitted to the ATAC with a 24-Business hour Response Time.

### Additional Details

Contact your reseller or speak to your Aerohive Sales representative.

## RESOURCES

### Limited Hardware Warranty

[http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product\\_Warranty.pdf](http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product_Warranty.pdf)

### Training (CBT)

<http://docs.aerohive.com/330000/docs/help/english/cbt/Start.htm>

### Support Terms

[http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms\\_and\\_Conditions.pdf](http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms_and_Conditions.pdf)

### Escalation Process

<https://support.aerohive.com/login>

FEATURE	HIVECARE COMMUNITY SUPPORT
Coverage	24x7 Business Hours
Case Management	Community-based
Typical Response Tie	24 Hours
<b>Select Level System Support SKU: AH-S-HC-CALL-XYR</b>	

