

HiveCare™ Callback Support

Welcome to the HiveCare Callback Support Program. This program is an add-on to the HiveCare 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 The Hive Community, set up an account, and navigate to <https://thehivecommunity.aerohive.com>.



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 Connect Callback Support. If the Community Moderator approves a question it is submitted to the ATAC with a 24-hour Response Time.

Additional Details

Contact your reseller or speak to your Aerohive Sales representative.

RESOURCES

Limited Hardware Warranty for Products

<https://www.aerohive.com/wp-content/uploads/Aerohive-Limited-Warranty-for-Products.pdf>

Training (CBT)

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

HiveCare Support Terms and Conditions

https://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms_and_Conditions.pdf

HiveCare Customer Escalation Process

<https://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Customer-Escalation-Process.pdf>

FEATURE	HIVECARE CONNECT CALLBACK
Coverage	24x7
Case Management	Community-based
Typical Response Time	24 Business Hours

