



## **WARRANTY AND MAINTENANCE POLICY FOR METRONET<sup>®</sup> EQUIPMENT**

Dear Client,

Thank you for considering Infocom as the Internet service provider of your choice and welcome as a new Infocom Metronet client.

Our aim is to provide you with the most advanced and state-of-the-art broadband Internet connectivity as well as a professional and effective customer care service.

We kindly ask your attention to carefully read through below outlined equipment warranty and maintenance details to ensure that you will enjoy maximum performance of your Metronet link as well as minimum downtime in case of unforeseeable problems.

For further technical details of our Metronet service please refer to our brochure "METRONET<sup>®</sup> YOUR HIGH SPEED BROADBAND INTERNET CONNECTION FROM INFOCOM". Please ask for your copy if you have not received this document with our initial quotation.

- **WHAT TO DO IN CASE OF PROBLEMS**

Your Metronet link is permanently online to Infocom and the Internet. And your connection is managed not only in terms of allocated bandwidth but also in terms of your online status. This means we are permanently and in real-time monitoring your connectivity status and equipment and can qualify when things go wrong and detect possible faults in the fastest possible time.

Should you have any problems with your connectivity please contact our Customer Care Department (**342681** or [customercare@infocom.co.ug](mailto:customercare@infocom.co.ug)) as soon as possible and report your problem or seek clarification.



Our well-trained and experienced team can immediately qualify your online status and advise whether the problem might be related to your PC workstation, server or other equipment, which is connected to the Metronet equipment. They will do everything possible to assist you during your call or escalate your problem to our Technical Support or Metronet Department for further clarification and get back to you as soon as a technical staff can attend to your query.

- **LIMITED WARRANTY OF METRONET EQUIPMENT**

All Metronet Alvarion (Breezecom) equipment supplied by us is backed by a one year, full replacement warranty. In case of a failure of supplied equipment, we will replace said equipment within 24 hours free of charge.

If this occurs after the warranty period or for equipment not supplied by us, any replacements will be chargeable.

Please do not attempt any self repair or antenna alignment as this will void your equipment warranty and we need to charge you for re-alignment and possible replacement of antenna cable, connectors or accessories if found tampered with thus reducing the link performance.

The limited equipment warranty is further based on the manufacturer's warranty. Infocom's liability shall under no circumstances go beyond the replacement of the individual unit whose defect or damage is the basis for the claim. In no event shall Infocom be liable for any special or consequential damages or compensation.



Uganda's leading Internet provider

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