comBOX
MULTI-WAN SERVICES

Module 5: Customer Support Procedure

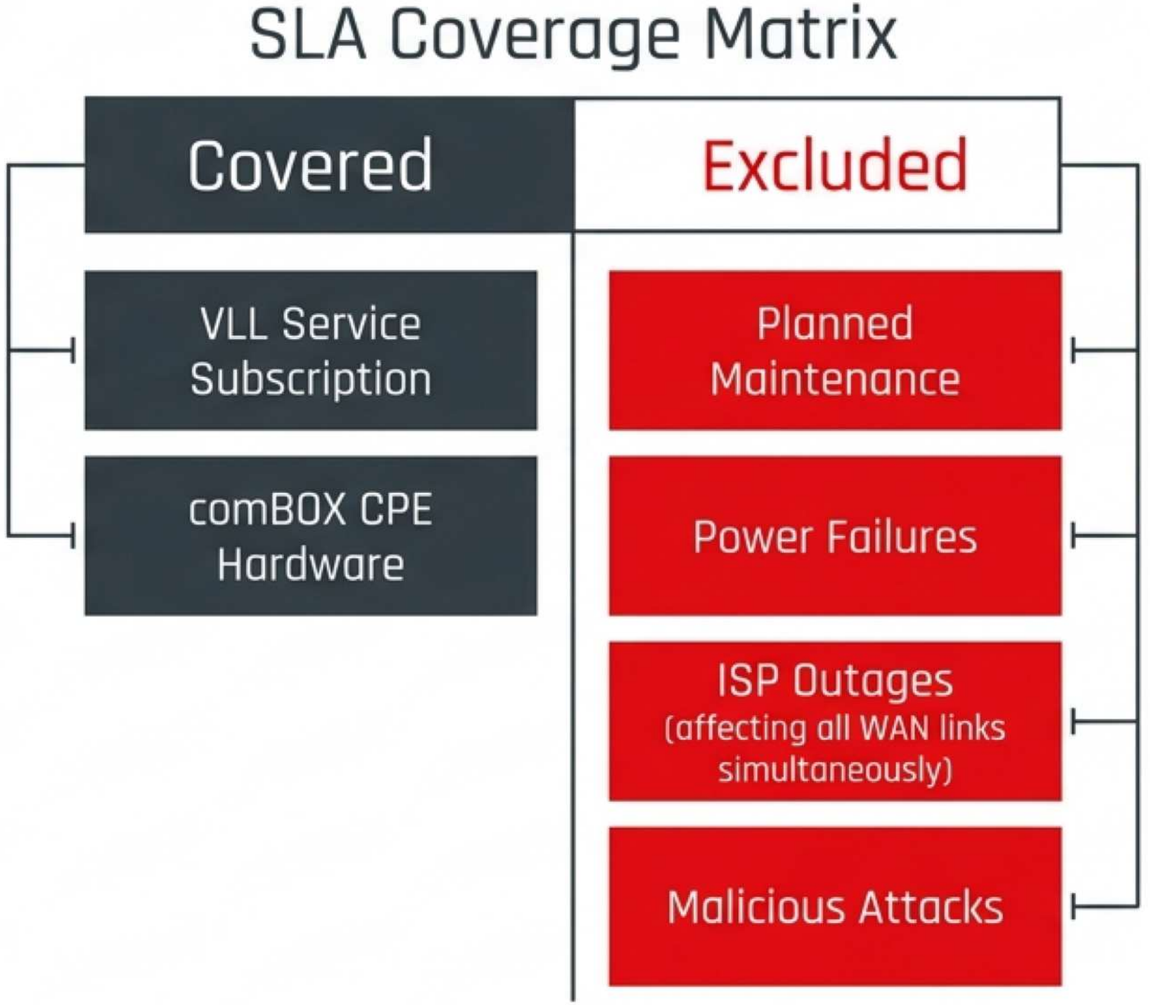
Guiding Partners from Issue Detection to Resolution

comBOX Certified Partner Program (CCPP)

Unshakeable Reliability Demands a Precision Support Engine

99.9%

Maximum 43.2 Minutes
Monthly Downtime.



Engaging Protonyx: Routing Your Support Requests



24/7 Email Support

Vector	support@protonyx.com
Target SLA	Response within **< 60 Minutes**
Use Case	All service issues, outages, and hardware faults.



Telephone Support

Vector	+30 210 9902272
Availability	Business Hours (Mon-Fri, 09:00 - 17:00 EET/EEST)
Use Case	Configuration changes, complex routing discussions, or ticket follow-ups.

Support Delivery Formats: Remote Troubleshooting | Remote Configuration | Hardware RMA

The Pre-Ticket Diagnostic Sequence

- [ ] **1. Review Active Alarms:** Check the ‘Problems’ dashboard for automated triggers.
- [ ] **2. Check WAN Link Status:** Identify exactly which individual legs are offline.
- [ ] **3. Verify Quality Graphs:** Check VLL Latency and Packet Loss charts for historical spikes.
- [ ] **4. Confirm Internet Connectivity:** Ensure the underlying ISP circuits have access.
- [ ] **5. Verify CPE Physical Power:** Confirm the hardware is actually powered on onsite.

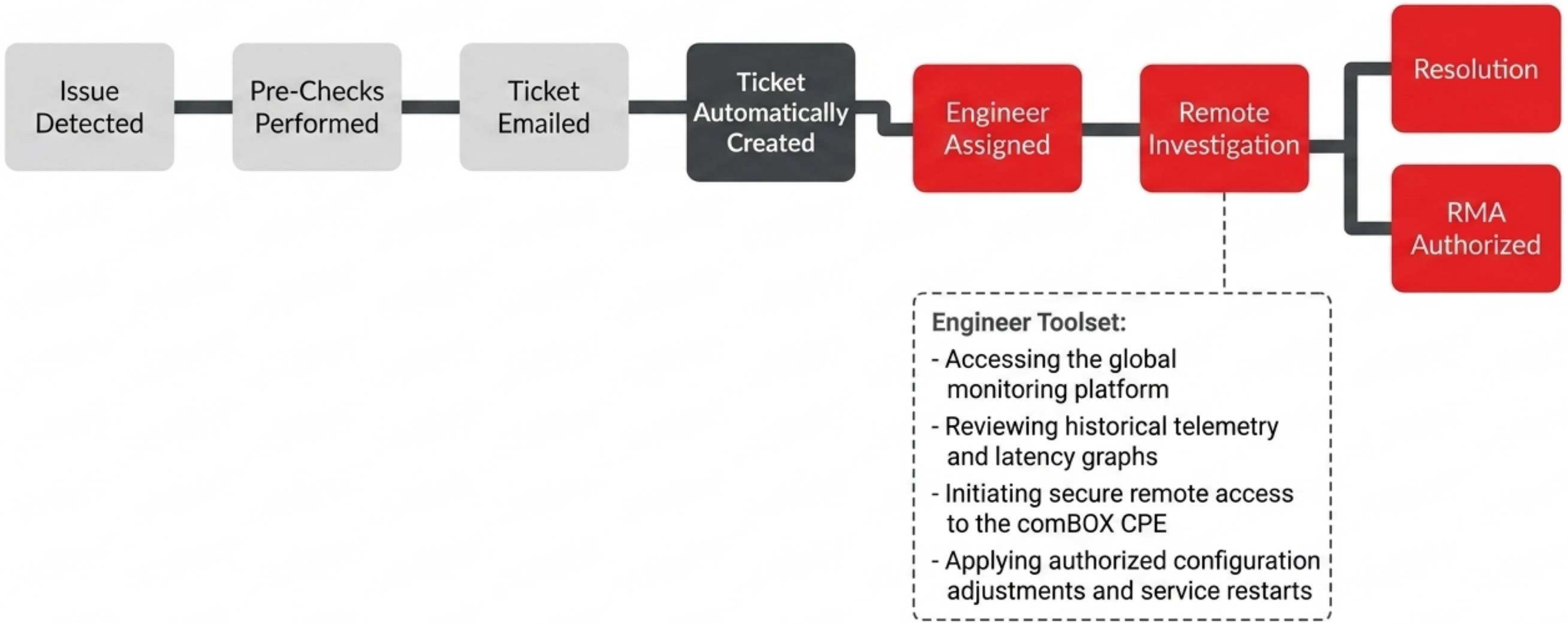


Engineering the Perfect Support Ticket


Copy/Paste SOP

Data Required	Partner Input
Customer Name & Device Hostname *	
Deployment Location *	
Detailed Description of the Issue *	
Exact Date / Time Issue Started *	
Specific WAN Leg(s) Affected (Based on portal checks)	
Troubleshooting Already Performed (Crucial to prevent duplication)	
Attached Screenshots (Visual proof from the Zabbix Portal)	

Inside the Protonyx Remote Troubleshooting Workflow



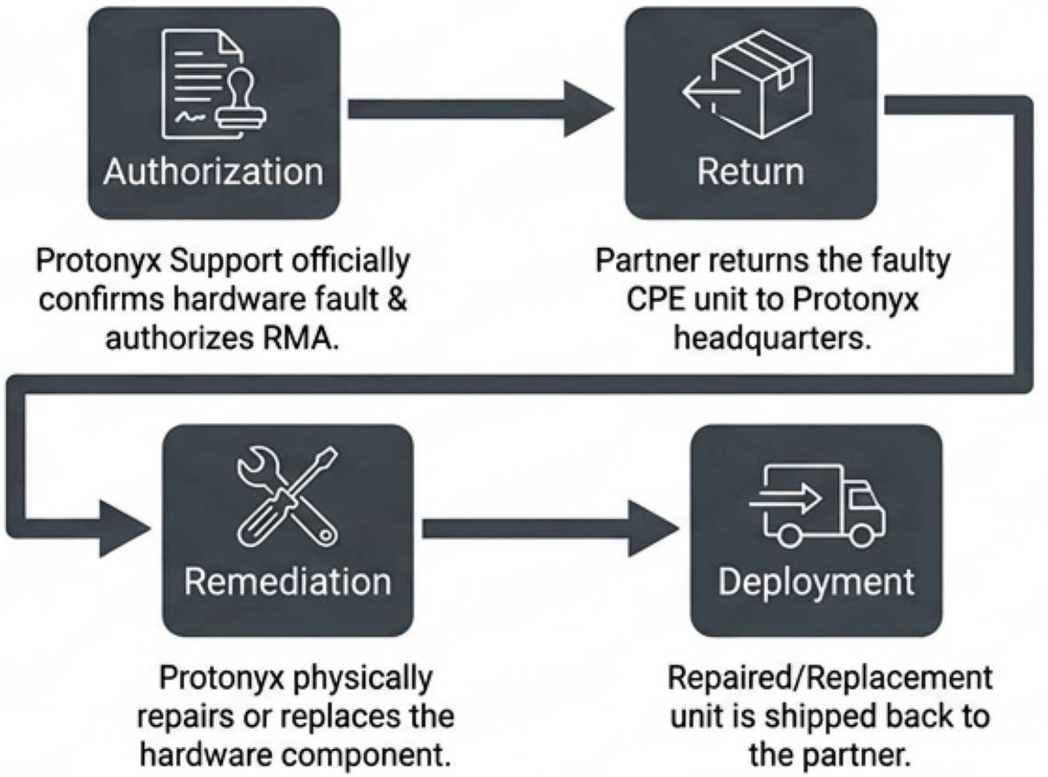
CPE Hardware Warranty and the RMA Lifecycle

Policy Definition

1-Year comBOX CPE Hardware Warranty

- Faulty components replaced free of charge during the warranty window.
- Hardware replacements post-warranty are fully chargeable.

The Lifecycle



Please note: Shipping, import, and export costs associated with returning equipment are the sole **responsibility** of the partner/customer.