Ruijie Networks Remote Support Catalog

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OVERVIEW

Ruijie Networks Global Service brings responsive and accurate technical support worldwide. We now have gathered dozens of professional network engineers from North to South, from West to East, bringing pro-level of services in the convenient way to help clients to get what they need from our product. And this intro is to help our customers to know more about our service platform.

PLATFORM

We now have launched 6 major service platforms and let's go through each of them with details.

RITA

RITA is a 24h self-service AI robot, abbreviation of *Ruijie Intelligent Technical Assistant*. Customers could reach it via https://www.ruijienetworks.com/rita and RITA could give the suggestions and answers responsively.

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Community

The customer can find answers, ask questions, share tips, connect with Ruijie customers around the world.
Our community address is: https://community.ruijienetworks.com

Case Portal

Customers can submit their service request via official website:
https://caseportal.ruijienetworks.com/

Live Chat

Customers can get additional services in RITA https://www.ruijienetworks.com/rita by consulting
with our engineers in following time:9:00AM - 23:00PM(GTM +8).

Email

Customers can consult with us by service email of Ruijie Networks.
Our service email address is: service_rj@ruijienetworks.com .

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Hotline

Customers can get access to our Hotline support in the following Country/Region:

Country/Region	Toll Free Number	Language
China Hong Kong	(852) 800 969 737	English
Thailand	(66) 180 001 2326	English
Malaysia	(60) 180 081 3130	English
Türkiye	(90) 800 621 2287	English
Ecuador	(593) (1800) 400 444	English
Philippines	(63) 180 084 783 394 (for Globe TELECOM users) (63) 180 011 180 017 (for other carriers)	English

" Above are the 6 service platforms, It is welcome for our customers to consult with us from any of them and customers will get the reply responsively. In the following page, the detailed response time will be introduced.

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SPECS

The specs of each service platform are shown below.

Platform	Service Time	Response Time	Acceptance Method
RITA	For 24 Hours	Real-Time Response	AI Robot
Community	9:00-23:00 (GMT+8)	≤ 4 h in Business Time	All members
Case Portal	9:00-23:00 (GMT+8)	≤ 1 h in Business Time	Service Engineer
Live Chat	9:00-23:00 (GMT+8)	≤ 1 min in Business Time	Service Engineer
Email	9:00-23:00 (GMT+8)	≤ 1 h in Business Time	Service Engineer
Hotline	9:00-23:00 (GMT+8)	≤ 1 min in Business Time	Service Engineer

Remarks:
SLA refers to Service Level Agreement. *CD refers to Calendar Days.* *BD refers to Business Days.*

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APPENDIX

In order to help our customer resolving various types of cases effectively, we classified the network cases into 4 severity levels, the definition and follow-up specs for each level is shown below.

Severity Level	Severity Level Description	SLA Period	Issue Tracking Frequency
P4	Customer consults functions, configuration methods, etc.	18 CD	≥ 1 /3BD
P3	Customer configures devices unsuccessfully or other conditions except for P1 and P2 faults.	18 CD	≥ 1 /3BD
P2	1.Customer is disconnected from the network or core business is affected, which cannot be recovered in time (≤ 30 mins)⌴SEP⌴2.The actual handling time of P3 fault exceeds 18 days, and the solution cannot be provided.	12 CD	≥ 1 /1BD
P1	1.Key customer is disconnected from the network or core business is affected, which cannot be recovered in time (within 30 mins)⌴SEP⌴2. The actual handling time of P2 fault exceeds 12 days, and the solution cannot be provided.	7 CD	≥ 1 /1BD

Remarks: The Severity Level definition may vary based on the customer's network complexity and force majeure factor.

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