

HOW SPEEDTOUCH TECHNICAL SUPPORT WORKS

The SpeedTouch Helpdesk will do its best to provide you optimal assistance for solving your DSL problem.

Below are a few steps on how to get the most efficient support:

1) Check if it is a device problem: Please check your ISP settings first: username, password, pre-registration and availabilities of the xDSL subscription line. Make sure that there is no network problem affecting your service. Don't hesitate to make a call to your Internet Service Provider first to be sure. Please note that the SpeedTouch Helpdesk doesn't have a telephone list of ISP support helpdesks.

2) Use your documentation: Did you read the manual? Have you read the FAQs online? Did you visit support forums? Try doing this first; usually you can solve your problem by spending only a few minutes online or by looking at your user guide.

3) Be Prepared: Solving technical issues requires information; the more information you can provide to your support agent, the better. Here are a few things you should have with you when making a call:

- a) Product Information:
 - i. Model No., Product part No, and Serial No. (typically located on the label at the bottom of your SpeedTouch product)
- b) Firmware and/or Driver version information
- c) A good description of your computer environment: What are you using in your network? For PC's or MACs, please be ready to provide Hardware description / OS description
- d) What were you doing when the problem occurred?
 - i. Specific steps you made before the problem
 - ii. Error Messages: Often you will have received an error message. Please make sure you note this down (It can also be very useful to make screenshots of these error messages.)
 - iii. With what frequency are you experiencing this problem?

4) Be ready: we will do our best to solve your issue on the first call. That's why you should

- i. ensure that it is no default ISP setting parameter, nor network problem affecting your service.
- ii. have the SpeedTouch devices with you, have your ISP username and password settings, and be in front of your machine when calling us.

5) Driver/firmware request: Technical support is not allowed to send a copy of the End-user CD-ROM (driver, firmware, user guide...); all available software is published on <http://www.SpeedTouch.com/support.htm> . For all other software you should refer to your ISP!

6) RMA and warranty request: Technical support is not allowed to check online RMA status or warranty period, only your provider/sales shop can inform you.

7) Purchasing order or request: for online shopping, check under section availability (<http://www.SpeedTouch.com/available.htm>)

Please note that the Technical support doesn't maintain a specific list of all providers/retailers to purchase a SpeedTouch device.