

HFCL CUSTOMER SUPPORT POLICY & PROCEDURE

➤ **DOMESTIC**

➤ **INTERNATIONAL**

HFCL Customer Support Policy & Procedure - Domestic

HFCL

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1. Objective

This document elucidates upon HFCL's Customer Service Procedure, therein helping readers to understand (construe) properly, the underlying framework of customer support i.e. warranties, technical support, trainings, other services, policies, and processes. It provides a understanding of guidelines for engaging the HFCL support teams to get support on technical issues, repair & return, software updates & upgrades, standard & extended warranties, etc.

Table 1: Support & Warranty

Items for Standard Support & Extended Warranty			
Section	Item	Standard & Extended Warranty	Remarks
A	Technical Support		
	Help Desk (9 AM – 6 PM, Mon–Fri)	Yes	Customer Local Time
	24x7 Help Desk	-	Provided under premium service agreements
	Email at IO Support	Yes	iosupport@hfcl.com
	Field Visit on Call Basis	-	As per customer requirements under premium service agreements
	NOC/Operations Support	-	As per customer requirements under premium service agreements
	Chat Box		
	Pre-Defined Set of Questions	Yes	
B	Training		
	Planning	Yes	One remote training (online mode) is covered under standard warranty.
	Installation & Commissioning	Yes	One remote training (online mode) is covered under standard warranty.
	Operations & Troubleshooting	Yes	One remote training (online mode) is covered under standard warranty.
	RMA/Portal Support	Yes	One remote training (online mode) is covered under standard warranty.
	Onsite Training	-	As per customer requirements under premium service agreements
C	Software		
	Updates to Resolve Bugs	Yes	
	Upgrades with New Features	-	Provided under premium service agreements based on feasibility.
D	Document Access from IO Support Portal		
	Product Data Sheet	Yes	
	Quick Start Guides (QSG)	Yes	

	I&C Manuals	Yes	
	I&C Videos	Yes	Based on availability.
	Troubleshooting Guidelines	Yes	
	Product User Guide	Yes	
E	Repair & Return		
	Pickup (Customer to R&R Center)	-	
	Drop (R&R Center to Customer)	Yes	
	Repair or Replacement	Yes	
	TAT	30 days	
	BER/Non-Repairable	-	Such units are returned to customers without repairs

2. Technical Support under Standard Warranty

2.1 IO Support Web Portal

HFCL customers have 24x7x365 access to IO Support web portal hosted at <https://iopartner.hfcl.com/>.

All customers of HFCL are allowed access to the on-line IO Support web portal. This is a common platform to provide support to all the customers (direct or through distributors or channel partners) worldwide. The support portal provides product-based information for getting technical assistance, self-help guidelines for installation and commissioning, trouble-shooting, software updates & up-grades and trainings. Trouble tickets (TT) and Return Material Authorization (RMA) requests can be raised through the support portal.

2.2 Access to IO Support Web Portal

Access to the IO Support Portal is provided through a username and password. To obtain access, customers must first register on the portal. The registration process is as follows:

- The customer must send an email request to HFCL at iosupport@hfcl.com to obtain user access.
- The email should include a list of employees who require portal access, along with the following details for each user:
 - Customer name
 - Customer address and country
 - User name
 - User email ID and contact number
 - Type of user: Admin or Operational
 - User group: Project or Operations
- HFCL's IO Support team will create the user credentials (username and password) within 3 working days of receiving the request.
- The IO Support team will then send an email to the customer with the access credentials.

After successful registration, the user will receive an email containing detailed instructions on how to access and navigate the IO Support Portal.

2.3 Chat box

Authorized customers can get access to chat box on IO Support Portal.

Customer can get answers to basic pre-defined technical questions related to installation, commissioning and troubleshooting of HFCL products. In case customers' questions are not answered by chat box, they can contact HFCL technical Help Desk as explained below.

This service is free to all authorized customers.

2.4 Technical Help Desk

Customers can reach the HFCL Technical Help Desk through any of the following methods:

- Email iosupport@hfcl.com
- Log a Trouble Ticket (TT) through the IO Support Portal

HFCL provides customers with credentials to access the IO Support Portal. Through the portal, customers can raise a Trouble Ticket to receive assistance from the HFCL Technical Help Desk.

Each TT is assigned to a Help Desk Engineer for online troubleshooting in coordination with the customer's engineer. The Help Desk Engineer will explain and address all customer queries during the online support session.

Under the standard warranty, the Technical Help Desk is available from 9:00 AM to 6:00 PM, Monday to Friday (working days).

Customers may also raise a TT by emailing iosupport@hfcl.com. In such cases, the completed TT form should be attached to the email to describe the issue in detail.

2.5 Software Updates

Software updates to fix known bugs will be provided as and when released to all the customers who are covered under warranty. All customers will be informed of new software updates release from time to time. The software updates will be made available to all authorized customers to download from IO Support Portal.

2.6 Guidelines for Installations, Commissioning and Troubleshooting

Customers will have access to product-related technical information through customer support portal. Following technical documents are available to download:

- Product Datasheets
- Quick Start Guides
- User Guides
- Installation Commissioning Manuals
- Troubleshooting Guide

In addition, the short videos for installation, commission and troubleshooting are available at customer support portal to view.

2.8 Hardware Warranty

HFCL warrants each new Product sold by HFCL will be free from defective material and workmanship. HFCL agrees to remedy in accordance with terms specified below any such defect which is disclosed under conditions of normal installation, use and service. To exercise the warranty, the Distributor/Business Partner or any person or corporation which purchases such Product from the Distributor/Business Partner ("end-user") or directly from HFCL must deliver the product intact for examination, with all transportation charges prepaid, to the facility designated by HFCL. Burden for all shipping costs back to HFCL are the responsibility of the Customer.

Returns for repair will NOT be accepted without prior authorization from HFCL. When a return is authorized, a Return Material Authorization (RMA) number is assigned. The RMA number must be written on the outside of each returning package. An RMA number may be obtained by raising a RMA request on HFCL Web Support Portal or sending an e-mail (including a description of the problem) to iosupport@hfcl.com. The request will be processed, and an RMA form will be issued.

The specific terms of the warranty are as follows:

- The Standard Warranty Period commences on the date the title of property of the unit or equipment is transferred to the customer, which is equal to the delivery date of the unit/equipment to the customer as per the Incoterms definition, as specified in the Purchase Order.
- The warranty applies to the Distributor or Business Partner (or direct purchaser). However, if the Distributor or Business Partner resells the Products, the warranty will also extend to the end-users who purchase the Products from them.
- HFCL will be responsible for both material and labour required to effect all repairs under terms of the warranty for the Standard Warranty Period, providing the unit is returned to HFCL as specified above.

- During the Warranty Period, the Distributor/Business Partner or end-user may return defective parts for replacement at no charge, in lieu of returning the complete Product. This warranty does not apply if:
 - a) Any part of a product that has been installed, altered, repaired, or misused in any way that, in the opinion of HFCL, would affect the reliability or detracts from the performance of any part of the product, or is damaged as the result of use in a way or with equipment that had not been previously approved by HFCL.
 - b) The unit has been open without obtaining authorization in writing from HFCL.
 - c) The Product has had the serial number altered, defaced or removed.
 - d) The Product has been damaged by accessories, peripherals, and/or other attachments not approved by HFCL.
 - e) The product is received in physically damaged condition.
 - f) The product is damaged due to lightning, or water ingress, burnt, and declared beyond economical repair (BER).
- The warranty does not cover damage or loss incurred in transportation of the product shipped back to HFCL.
- The warranty does not cover any labour involved in the removal and or reinstallation of warranted equipment or parts on site, or any labour required to diagnose the necessity for repair or replacement.
- The warranty excludes any responsibility by HFCL for incidental or consequential damages arising from the use of the equipment or products, or for any inability to use them either separate from or in combination with any other equipment or products.
- It is the Distributor/Business Partner (or direct purchaser) responsibility to ensure all paperwork complies with customs requirements.
- HFCL is not responsible for any storage fees that shipping companies may charge nor for any delay caused by lack of information on equipment that is returned.
- The Distributor/Business Partner (or direct purchaser) is responsible for all custom and shipping fees related to the returned equipment.

A fixed charge established for each product will be imposed for all equipment returned for warranty repair where HFCL finds the unit is No Fault Found (NFF) and did not observe any problem as reported in the RMA form. The fee for this service is defined in the current HFCL Service Price Book, identified as "No Fault Found Fee".

HFCL also offers a Warranty Extension Service for providing yearly extensions to the Standard Warranty Period. All the terms of this Standard Warranty Policy apply for the Warranty Extension Period for an additional price.

Repaired units get a 90 day warranty or the end of the Standard Warranty Period whichever is the later date.

The following services are provided during the standard warranty terms on all HFCL Products:

- a) Technical Help Desk from 9am to 6pm from Monday to Friday except holidays.
- b) Provides Software updates which are released from time to time.
- c) Repair and return of Faulty Equipment.

2.9 Safety Instructions

The following general safety guidelines are provided to help ensure both the user's safety, as well as the products from potential risks and damage.

- Discharge all static electricity from your body before touching the product, even if not plugged in for it may prove fatal for the underlying circuitry.
- At no point, or under any circumstances, should the user ever dismantle, disassemble, or service the product themselves.
- Ensure at all times that no food or drink spills into the openings of the product. Also, never try and push anything into the very openings.
- Ensure the product is placed and operational in a dry place, away from any water bodies, or high humidity.
- Keep the product away from substantial heat sources.
- Always unplug the product from the mains before cleaning, and use a dry cloth, free of lint, only.

2.10 Resolution & Escalation Process

- To raise trouble ticket (TT), customer can contact helpdesk either through IO Support Portal, support email, or toll-free telephone number (applicable only for India).
- A TT number is generated and a customer support engineer is assigned for providing resolution. A response is sent to the customer intimating TT number and support engineer's details.
- The customer support engineer will contact the customer and identify the severity and nature of the problem. Troubleshooting process is initiated within the target response time and agreed SLA.
- If the problem is not resolved within the defined time frame, the case will be escalated to next level in accordance with the escalation matrix, or wherever required, will be transferred to RMA department if a hardware failure is detected.
- A response is sent to the customer about the progress of the TT and at the end when it is closed.

24x7 Help Desk



Subject Matter Expert/ Customer Support Manager



Customer Support Head



2.12 Escalation Matrix

HFCL strives hard to deliver as per estimated response and resolution times given in the below table.

Unless committed under a specific agreement, HFCL shall not be responsible for any failure to meet the resolution times. These escalation matrix and resolution timelines are applicable to HFCL supplied equipment only. Any delay in resolving the customer issue which is beyond HFCL's scope would be responsibility of the customer.

Table 2: Escalation Matrix for Standard Support

S/N	Level of Escalation	Escalation Channels	Remarks
1.	Level 1	Help Desk Agent	Name and Email: Durgesh Jha durgesh.jha1@hfcl.com
2.	Level 2	HFCL Support Center	Name and Email: Brijendra Singh brijendra.singh@hfcl.com
3.	Level 3	HFCL Support Center Head	Name and Email: Sanjay Kumar Singh sk.singh@hfcl.com

2.13 Support Case Description & Classification

Customers are required to have the below listed information available during discussion with the Help Desk.

- Severity of the issue: Critical/Major/Minor/Inquiry
- Type of product with software version
- Type of problem faced in field.

Support cases are classified into 4 levels of severity - Critical, Major, Minor, and Inquiry.

Table 3: Classification Levels of Severity

Class of Severity	Description
CRITICAL	Cases that are catastrophic to the functioning of the network or product(s), resulting in complete or significant loss of service.
MAJOR	Cases that severely affect the function of the product, potentially jeopardizing, traffic, maintenance, and/or administration services.
MINOR	Cases that pertain to problems are deemed tolerable through the functioning of the product/network, yet require assistance at some level.
INQUIRY	Technical assistance with installation, configuration, or basic troubleshooting.

2.14 Target Response & Resolution Times

Table 4: Target Response & Resolution Times

Resolution Category	Support Category	CRITICAL	MAJOR	MINOR	INQUIRY
L1	Standard Support	6 hours	12 hours	24 hours	48 hours
	Premium Customer	3 hours	6 hours	12 hours	24 hours
L2	Standard Support	12 hours	24 hours	36 hours	72 hours
	Premium Customer	6 hours	12 hours	24 hours	36 hours
L3	Standard Support	24 hours	72 hours	120 hours	148 hours
	Premium Customer	12 hours	36 hours	72 hours	120 hours

2.15 Resolution & Escalation Process

- Customer can contact helpdesk and raise TT (Trouble Tickets) either through IO Support Portal, chat box, support email or toll-free number.
- Case will be assigned to customer support team for resolution of the reported problem.
- Customer support team will determine the severity and nature of the problem and classify accordingly.
- Troubleshooting process is initiated within the, aforementioned, target response time.
- If the problem is not resolved within the defined timeframe, the case will be escalated in accordance with the Escalation Matrix, or wherever required, will be transferred to RMA department if identified as hardware failure.

2.16 Repair & Return

HFCL has set up a centralized repair and return center at Manesar, Haryana equipped with test equipment and highly technically skilled engineers to diagnose the fault and repair the faulty equipment with quality. HFCL Repair Center is fully equipped to resolve the problems pertaining to hardware, software and malfunction of device.

HFCL has plans to setup more repair and return centers in other locations based on the deployed volume of HFCL product in a particular region.

2.17 RMA Process

HFCL RMA processes are defined for domestic customers and International Customers. The RMA process is applicable for all the customers covered under warranty, extended warranty and support agreement.

Customer is required to submit a RMA request through customer support portal by filling all required information in the RMA form. A unique RMA number is issued for each faulty unit by HFCL help desk team based on submitted RMA request by the customer.

2.18 RMA Process for Direct Customer

1. Login the Support portal to open TT (Trouble Ticket). User will be presented with a set of parameters to register an issue with the HFCL customer support.
2. Fill all the relevant information like Sr. no., Model No, Customer name, Location, Issue Description as mandatory fields to raise the TT.
3. TT will be assigned to a customer support executive who will check & update will be sent to customer after online troubleshooting.
4. Customer Support Executive of IO support team will verify the warranty status of unit. If the unit is under warranty, corrective action will be taken to troubleshoot the unit and update will be sent to the customer. If unit is out of warranty, then the customer will be intimated.
5. If issue is not resolved, CS Executive will declare that the unit is faulty and refer to RMA. Customers need to fill the RMA form with mandatory fields. Partially filled/wrongly filled RMA form will not generate valid RMA number.

6. Based on RMA form submitted by the customer, a unique RMA number will be generated and provided to the customer.
7. Customer will pack the faulty units properly & send for R&R in HFCL repair center.
8. TAT for R&R is 30 days after receiving the faulty unit in HFCL's Repair Center
9. If unit is found non repairable, the same will be sent back to Customer without repair with BER (Beyond Economic Repair) certificate. Physically damaged, burnt, or water damaged units shall be classified under BER category.
10. RMA status will be updated in system & it will be closed subsequently.
11. Logistics and shipping cost of sending from customer to HFCL repair center will be borne by the customer while other way from HFCL repair center to customer by HFCL.
12. Refer to *Annexure 1*: for Escalation Matrix and RMA Process for domestic customers.

2.19 RMA Process for Channel Partners & Distributors

1. Customer must Contact to IO Support team and explain the problem statement/type of issue faced in the field and email at iosupport@hfcl.com.
2. CS Executive of IO support team will verify the warranty status of unit. If the unit is under warranty, corrective action will be taken to troubleshoot the unit, and update will be sent to the customer. If unit is out of warranty, then the customer will be intimated to contact the local distributor.
3. In case problem is not resolved by online troubleshooting then unit will be declared as faulty and RMA form should be submitted by the customer. This form can be submitted either through the portal or by sending an email to iosupport@HFCL.COM with RMA form attached. Partially filled/wrongly filled RMA form will not generate valid RMA number.
4. CS Executive will process the RMA request and provide unique RMA number against the faulty unit to customer/local distributor.
5. RMA status will be updated in system & it will be closed subsequently when the unit is repaired or replaced and returned to the customer.
6. The customer will contact their local distributor for getting the faulty unit repaired/replaced.
7. Local distributor will provide a new unit to the customer against the faulty unit with valid RMA if committed as per the sales terms to a particular customer.
8. TAT for repairing the faulty unit or providing a replacement unit against valid RMA is 30 days.
9. In case, the unit is found physically damaged, burnt or water damaged, then it will be declared BER (Beyond Economic Repair) and out-of-warranty. This unit will be returned to the customer.
10. Logistics and shipping cost of sending from customer to HFCL repair center/Local Distributor will be borne by the customer while other way from HFCL repair center/Local Distributor to customer by HFCL.
11. Refer to *Annexure 2*: for Escalation Matrix and RMA Process for customers through Channel Partners & Distributors.

2.20 Repair & Return Framework

2.20.1 Logistic

Customer will pack the faulty units properly and send them for R&R to HFCL repair center. Logistics and shipping cost of sending faulty units from customer location to HFCL repair center will be borne by the customer or the distributor while other way from HFCL repair center to Local Distributor or customer by HFCL.

2.20.2 TAT

The standard TAT (Turnaround time) for Repair & Return of faulty unit is thirty (30) working days after receiving the faulty unit to service center.

2.20.3 BER

In case the unit is found physically damaged, burnt, water damaged, or tempered, then it will be declared BER (Beyond Economic Repair) and out-of-warranty. This unit will be returned to the customer.

2.20.4 RMA Validity

If a faulty unit against open RMA is not received in HFCL repair center within 30 days, that particular RMA will be closed and an intimation for the same will be sent to the customer through mail. In case, customer still needs to get that particular unit to be repaired, they need to resubmit RMA request.

2.20.9 Obsolescence/End-Of-Manufacturing Policy

In the wake of regulatory changes and technological advancement, or floored sales, wherein the production of a certain product is deemed infeasible, HFCL reserves the right to discontinue manufacturing of the same without any prior notice. Under this scenario, HFCL will effectively reclassify the product as "Manufacturing Discontinued, Maintenance Only", wherein the following will apply:

- Repair and Return (R&R) service will be available dependent on component availability
- Limited Technical Support
- Limited Software Support
- Notification about last buy order (LBO) for spares procurement will be sent to all the customers 3 months before the obsolescence of a product. Product/Spares no longer be available after LBO Notification.

2.20.10 Addendum End-Of-Life

HFCL's standard policy establishes 10 years from the date of purchase as End of Life. Once the equipment is marked EOL, its further support on repair and maintenance are subject to the availability of components and spare parts. HFCL reserves the right to declare any of its products as EOL without any prior notice or announcements.

2.21 Establishing Contact with a Central Repair Center

HFCL is having central repair center, channel partners and distribution. Every customer or channel partner has accessibility to the repair & return center through RMA process. Customers can contact channel partners or distributor or IO Support.

2.23 Premium Support

Premium support can be customized and provided at additional cost. These may include following services as per customer needs:

- 24x7 Technical Remote Support
- On Field Support
- NOC Operations support by deputing dedicated engineers
- On-site Trainings – Site Survey, Network Design & Planning, Installation & Commissioning, etc.
- Software upgrades with additional features based on feasibility
- Network Audits
- Expedite TAT for Repair & Returns
- Advance Replacement Service
- Any Other Service

2.24 Annual Maintenance/Extended Warranty Support

Extended warranty services are provided after expiry of standard warranty in form of annual maintenance contracts. IO Support team will intimate customers thirty days prior to warranty expiry dates. Customers need to contact sales teams for the commercial details.

3. FCC Statements

All HFCL products have been tested and found to comply with the limits for Class A digital device in case of all outdoor equipment and Class B digital device in case of all indoor equipment. The limits set in place are designed to provide reasonable protection against harmful interference per their designated place of installation; outdoor or indoor. The equipments are known to generate, use, and radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by adhering to one or more of the following measures:


- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer, or helpdesk for help.

Warning: Changes or modifications to the unit(s) not expressly approved by party responsible for compliance could void the user authority to operate the equipment.


4. Disclaimer

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, HFCL IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER MALFUNCTION, LOSS OF INFORMATION/DATA CONTAINED IN, STORED IN, OR INTEGRATED WITH ANY PRODUCT RETURNED TO HFCL FOR WARRANTY PURPOSES.) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT, OR ISSUANCE OF CREDIT NOTE CORRESPONDING TO THE ORIGINAL PURCHASE PRICE, OF THE DEFECTIVE OR NON-CONFORMING PRODUCT(S).

				Annexure 1: Sample RMA Form for Direct Customers:			
				HFCL Limited 8, Commercial Complex, Masjid Moth, Greater Kailash – II New Delhi - 110048 India			
RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM							
Unit Installed Date:				Unit Fault Observed Date:			
RMA for (Project/O&M):				Unit Dismantle Date (from site):			
HFCL TT Number:				HFCL TT Date:			
Stage of fault (Installation / commissioning / Integration / In service):							
RMA Number:				RMA Date:			
HFCL CS Engineer Name:				Contact No:			
Customer Details:							
Company:				Contact Person:			
Circle:				Tel. No:			
CMP Location:				Email id:			
Customer Address:							
Site ID:							
NE ID:							
Pickup Details:				Contact Person:			
Pickup Address:				Tel. No:			
				Email id:			
Equipment Details :							
Description:							
Part Number:							
Serial Number:							
Site Infra and Installation Details :							
Weatherproof (Ok/Not Ok):				DC Power voltage to PoE (in V):			
Device Grounding (Ok/Not Ok):				Tower Grounding (Ok/Not Ok):			
Field observations and fault description:							
Detail of Logs attached							
Snapshot (Attached / Not Attached):							
Other (Please provide detail):							
Signature of Requester:							

Annexure 2: RMA form for Channel Partner & Distributor

		HFCL Limited 8, Commercial Complex, Masjid Moth, Greater Kailash – II New Delhi - 110048 India	
RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM			
Unit Installed Date:			Unit Fault Observed Date:
HFCL TT Number& Date:			
RMA Number:			RMA Date:
CP/Distributor Details:			
Name of Channel Partner:			Contact Person*:
Channel Partner Address :			Tel. No*:
Distributor Name*			Email id*:
Customer Address*:			
Customer Detail*			Address:
Tel. No.			
Email id:			
Equipment Details :			
Problem Statement/Issue Description*:			
Part Number*:			
Serial Number*:			
Field observations and fault description:			
<i>Detail of Logs attached (if Available)</i>			
Snapshot (Attached / Not Attached):			
Signature of Requester:			

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About HFCL Limited

HFCL is a leading technology company specializing in creating digital networks for telcos, enterprises, and governments. Over the years, HFCL has emerged as a trusted partner offering sustainable high-tech solutions with a commitment to provide the latest technology products to its customers. Our strong R&D expertise coupled with our global system integration services and decades of experience in fibre optics enable us to deliver innovative digital network solutions required for the most advanced networks.

The Company's in-house R&D Centers located at Gurgaon & Bengaluru along with invested R&D Houses and other R&D collaborators at different locations in India and abroad, innovate a futuristic range of technology products and solutions. HFCL has developed capabilities to provide premium quality Optical Fiber and Optical Fiber Cables, state-of-the-art telecom products including 5G Radio Access Network (RAN) products, 5G Transport Products, WiFi Systems (WiFi 6, WiFi 7), Unlicensed Band Radios, Switches, Routers and Software Defined Radios.

The Company has state-of-the-art Optical Fiber and Optical Fiber Cable manufacturing plants at Hyderabad, Optical Fiber Cable manufacturing plant in Goa and in its subsidiary HTL Limited at Chennai.

We are a partner of choice for our customers across India, Europe, Asia Pacific, Middle East, Africa, and USA. Our commitment to quality and environmental sustainability inspires us to innovate solutions for the ever-evolving customer needs.

Correspondence

HFCL Limited
8, Commercial Complex,
Masjid Moth, Greater Kailash II,
New Delhi-110048,
India Tel: +91-11-30882624/2626

Mail us at:

Sales: iosales@hfcl.com

Enquiry: ioenquiry@hfcl.com

Support: iosupport@hfcl.com

Toll Free (Domestic): 8792701100

Revision History

Date	Rev No.	Author(s)	Reviewer(s)	Approver(s)
01/08/2022	HFCL_COMM_CSPP_Rev.1	Pranav Pratap Singh Gautam	Brijendra K. Singh Atul K. Srivastava	Rakesh Kumar
01/01/2023	HFCL_COMM_CSPP_Domestic_Rev.1	Pranav Pratap Singh Gautam	Brijendra K. Singh Atul K. Srivastava	Rakesh Kumar
01/05/2025	HFCL_COMM_CSPP_Domestic_Rev.2	Rakesh Kumar	Rakesh Kumar	Rakesh Kumar
26/11/2025	HFCL_COMM_CSPP_Domestic_Rev.2	Brijendra K Singh	Sanjay K. Singh, Nadeem Akhtar	Sanjay K. Singh

HFCL Customer Support Policy & Procedure - International

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1. Objective

This document elucidates upon HFCL's Customer Service Procedure, therein helping readers to understand (construe) properly, the underlying framework of customer support i.e. warranties, technical support, trainings, other services, policies, and processes. It provides a understanding of guidelines for engaging the HFCL support teams to get support on technical issues, repair & return, software updates & upgrades, standard & extended warranties, etc.

Table 1: Support & Warranty

Items for Standard Support & Extended Warranty			
Section	Item	Standard & Extended Warranty	Remarks
A	Technical Support		
	Help Desk (9 AM – 6 PM, Mon–Fri)	Yes	Customer Local Time
	24x7 Help Desk	-	Provided under premium service agreements
	Email at IO Support	Yes	iosupport@hfcl.com
	Field Visit on Call Basis	-	As per customer requirements under premium service agreements
	NOC/Operations Support	-	As per customer requirements under premium service agreements
	Chat Box		
	Pre-Defined Set of Questions	Yes	
B	Training		
	Planning	Yes	One remote training (online mode) is covered under standard warranty.
	Installation & Commissioning	Yes	One remote training (online mode) is covered under standard warranty.
	Operations & Troubleshooting	Yes	One remote training (online mode) is covered under standard warranty.
	RMA/Portal Support	Yes	One remote training (online mode) is covered under standard warranty.
	Onsite Training	-	As per customer requirements under premium service agreements
C	Software		
	Updates to Resolve Bugs	Yes	
	Upgrades with New Features	-	Provided under premium service agreements based on feasibility.
D	Document Access from IO Support Portal		
	Product Data Sheet	Yes	
	Quick Start Guides (QSG)	Yes	

	I&C Manuals	Yes	
	I&C Videos	Yes	Based on availability.
	Troubleshooting Guidelines	Yes	
	Product User Guide	Yes	
E	Repair & Return		
	Pickup (Customer to R&R Center)	-	
	Drop (R&R Center to Customer)	Yes	
	Repair or Replacement	Yes	
	TAT	30 days	
	BER/Non-Repairable	-	Such units are returned to customers without repairs

2. Technical Support under Standard Warranty

2.1 IO Support Web Portal

HFCL customers have 24x7x365 access to IO Support web portal hosted at <https://iopartner.hfcl.com/>.

All customers of HFCL are allowed access to the on-line IO Support web portal. This is a common platform to provide support to all the customers (direct or through distributors or channel partners) worldwide. The support portal provides product-based information for getting technical assistance, self-help guidelines for installation and commissioning, troubleshooting, software updates & upgrades and trainings. Trouble tickets (TT) and Return Material Authorization (RMA) requests can be raised through the support portal.

2.2 Access to IO Support Web Portal

Access to the IO Support Portal is provided through a username and password. To obtain access, customers must first register on the portal. The registration process is as follows:

- The customer must send an email request to HFCL at iosupport@hfcl.com to obtain user access.
- The email should include a list of employees who require portal access, along with the following details for each user:
 - Customer name
 - Customer address and country
 - User name
 - User email ID and contact number
 - Type of user: Admin or Operational
 - User group: Project or Operations
- HFCL's IO Support team will create the user credentials (username and password) within 3 working days of receiving the request.
- The IO Support team will then send an email to the customer with the access credentials.

After successful registration, the user will receive an email containing detailed instructions on how to access and navigate the IO Support Portal.

2.3 Chat box

Authorized customers can get access to chat box on IO Support Portal.

Customer can get answers to basic pre-defined technical questions related to installation, commissioning and troubleshooting of HFCL products. In case customers' questions are not answered by chat box, they can contact HFCL technical Help Desk as explained below.

This service is free to all authorized customers.

2.4 Technical Help Desk

Customers can reach the HFCL Technical Help Desk through any of the following methods:

- Email iosupport@hfcl.com
- Log a Trouble Ticket (TT) through the IO Support Portal

HFCL provides customers with credentials to access the IO Support Portal. Through the portal, customers can raise a Trouble Ticket to receive assistance from the HFCL Technical Help Desk.

Each TT is assigned to a Help Desk Engineer for online troubleshooting in coordination with the customer's engineer. The Help Desk Engineer will explain and address all customer queries during the online support session.

Under the standard warranty, the Technical Help Desk is available from 9:00 AM to 6:00 PM, Monday to Friday (working days).

Customers may also raise a TT by emailing iosupport@hfcl.com. In such cases, the completed TT form should be attached to the email to describe the issue in detail.

2.5 Software Updates

Software updates to fix known bugs will be provided as and when released to all the customers who are covered under warranty. All customers will be informed of new software updates release from time to time. The software updates will be made available to all authorized customers to download from IO Support Portal.

2.6 Guidelines for Installations, Commissioning and Troubleshooting

Customers will have access to product-related technical information through customer support portal. Following technical documents are available to download:

- Product Datasheets
- Quick Start Guides
- User Guides
- Installation Commissioning Manuals
- Troubleshooting Guide

In addition, the short videos for installation, commission and troubleshooting are available at customer support portal to view.

2.8 Hardware Warranty

HFCL warrants each new Product sold by HFCL will be free from defective material and workmanship. HFCL agrees to remedy in accordance with terms specified below any such defect which is disclosed under conditions of normal installation, use and service. To exercise the warranty, the Distributor/Business Partner or any person or corporation which purchases such Product from the Distributor/Business Partner ("end-user") or directly from HFCL must deliver the product intact for examination, with all transportation charges prepaid, to the facility designated by HFCL. Burden for all shipping costs back to HFCL are the responsibility of the Customer.

Returns for repair will NOT be accepted without prior authorization from HFCL. When a return is authorized, a Return Material Authorization (RMA) number is assigned. The RMA number must be written on the outside of each returning package. An RMA number may be obtained by raising a RMA request on HFCL Web Support Portal or sending an e-mail (including a description of the problem) to iosupport@hfcl.com. The request will be processed, and an RMA form will be issued.

The specific terms of the warranty are as follows:

- The Standard Warranty Period commences on the date the title of property of the unit or equipment is transferred to the customer, which is equal to the delivery date of the unit/equipment to the customer as per the Incoterms definition, as specified in the Purchase Order.
- The warranty applies to the Distributor or Business Partner (or direct purchaser). However, if the Distributor or Business Partner resells the Products, the warranty will also extend to the end-users who purchase the Products from them.
- HFCL will be responsible for both material and labour required to effect all repairs under terms of the warranty for the Standard Warranty Period, providing the unit is returned to HFCL as specified above.

- During the Warranty Period, the Distributor/Business Partner or end-user may return defective parts for replacement at no charge, in lieu of returning the complete Product. This warranty does not apply if:
 - a) Any part of a product that has been installed, altered, repaired, or misused in any way that, in the opinion of HFCL, would affect the reliability or detracts from the performance of any part of the product, or is damaged as the result of use in a way or with equipment that had not been previously approved by HFCL.
 - b) The unit has been open without obtaining authorization in writing from HFCL.
 - c) The Product has had the serial number altered, defaced or removed.
 - d) The Product has been damaged by accessories, peripherals, and/or other attachments not approved by HFCL.
 - e) The product is received in physically damaged condition.
 - f) The product is damaged due to lightning, or water ingress, burnt, and declared beyond economical repair (BER).
- The warranty does not cover damage or loss incurred in transportation of the product shipped back to HFCL.
- The warranty does not cover any labour involved in the removal and or reinstallation of warranted equipment or parts on site, or any labour required to diagnose the necessity for repair or replacement.
- The warranty excludes any responsibility by HFCL for incidental or consequential damages arising from the use of the equipment or products, or for any inability to use them either separate from or in combination with any other equipment or products.
- It is the Distributor/Business Partner (or direct purchaser) responsibility to ensure all paperwork complies with customs requirements.
- HFCL is not responsible for any storage fees that shipping companies may charge nor for any delay caused by lack of information on equipment that is returned.
- The Distributor/Business Partner (or direct purchaser) is responsible for all custom and shipping fees related to the returned equipment.

A fixed charge established for each product will be imposed for all equipment returned for warranty repair where HFCL finds the unit is No Fault Found (NFF) and did not observe any problem as reported in the RMA form. The fee for this service is defined in the current HFCL Service Price Book, identified as "No Fault Found Fee".

HFCL also offers a Warranty Extension Service for providing yearly extensions to the Standard Warranty Period. All the terms of this Standard Warranty Policy apply for the Warranty Extension Period for an additional price.

Repaired units get a 90 day warranty or the end of the Standard Warranty Period whichever is the later date.

The following services are provided during the standard warranty terms on all HFCL Products:

- a) Technical Help Desk from 9am to 6pm from Monday to Friday except holidays.
- b) Provides Software updates which are released from time to time.
- c) Repair and return of Faulty Equipment.

2.9 Safety Instructions

The following general safety guidelines are provided to help ensure both the user's safety, as well as the products from potential risks and damage.

- Discharge all static electricity from your body before touching the product, even if not plugged in for it may prove fatal for the underlying circuitry.
- At no point, or under any circumstances, should the user ever dismantle, disassemble, or service the product themselves.
- Ensure at all times that no food or drink spills into the openings of the product. Also, never try and push anything into the very openings.
- Ensure the product is placed and operational in a dry place, away from any water bodies, or high humidity.
- Keep the product away from substantial heat sources.
- Always unplug the product from the mains before cleaning, and use a dry cloth, free of lint, only.

2.10 Resolution & Escalation Process

- To raise trouble ticket (TT), customer can contact helpdesk either through IO Support Portal, support email, or toll-free telephone number (applicable only for India).
- A TT number is generated and a customer support engineer is assigned for providing resolution. A response is sent to the customer intimating TT number and support engineer's details.
- The customer support engineer will contact the customer and identify the severity and nature of the problem. Troubleshooting process is initiated within the target response time and agreed SLA.
- If the problem is not resolved within the defined time frame, the case will be escalated to next level in accordance with the escalation matrix, or wherever required, will be transferred to RMA department if a hardware failure is detected.
- A response is sent to the customer about the progress of the TT and at the end when it is closed.

24x7 Help Desk



Subject Matter Expert/ Customer Support Manager



Customer Support Head



2.12 Escalation Matrix

HFCL strives hard to deliver as per estimated response and resolution times given in the below table.

Unless committed under a specific agreement, HFCL shall not be responsible for any failure to meet the resolution times. These escalation matrix and resolution timelines are applicable to HFCL supplied equipment only. Any delay in resolving the customer issue which is beyond HFCL's scope would be responsibility of the customer.

Table 2: Escalation Matrix for Standard Support

S/N	Level of Escalation	Escalation Channels	Remarks
1.	Level 1	Help Desk Agent	Name and Email: Varun Kulkarni varun.kulkarni@hfcl.com
2.	Level 2	HFCL Support Center	Name and Email: Brijendra Singh brijendra.singh@hfcl.com
3.	Level 3	HFCL Support Center Head	Name and Email: Sanjay Kumar Singh sk.singh@hfcl.com

2.13 Support Case Description & Classification

Customers are required to have the below listed information available during discussion with the Help Desk.

- Severity of the issue: Critical/Major/Minor/Inquiry
- Type of product with software version
- Type of problem faced in field.

Support cases are classified into 4 levels of severity - Critical, Major, Minor, and Inquiry.

Table 3: Classification Levels of Severity

Class of Severity	Description
CRITICAL	Cases that are catastrophic to the functioning of the network or product(s), resulting in complete or significant loss of service.
MAJOR	Cases that severely affect the function of the product, potentially jeopardizing, traffic, maintenance, and/or administration services.
MINOR	Cases that pertain to problems are deemed tolerable through the functioning of the product/network, yet require assistance at some level.
INQUIRY	Technical assistance with installation, configuration, or basic troubleshooting.

2.14 Target Response & Resolution Times

Table 4: Target Response & Resolution Times

Resolution Category	Support Category	CRITICAL	MAJOR	MINOR	INQUIRY
L1	Standard Support	6 hours	12 hours	24 hours	48 hours
	Premium Customer	3 hours	6 hours	12 hours	24 hours
L2	Standard Support	12 hours	24 hours	36 hours	72 hours
	Premium Customer	6 hours	12 hours	24 hours	36 hours
L3	Standard Support	24 hours	72 hours	120 hours	148 hours
	Premium Customer	12 hours	36 hours	72 hours	120 hours

2.15 Resolution & Escalation Process

- Customer can contact helpdesk and raise TT (Trouble Tickets) either through IO Support Portal, chat box, support email or toll-free number.
- Case will be assigned to customer support team for resolution of the reported problem.
- Customer support team will determine the severity and nature of the problem and classify accordingly.
- Troubleshooting process is initiated within the, aforementioned, target response time.
- If the problem is not resolved within the defined timeframe, the case will be escalated in accordance with the Escalation Matrix, or wherever required, will be transferred to RMA department if identified as hardware failure.

2.16 Repair & Return

HFCL has set up a centralized repair and return center at Manesar, Haryana equipped with test equipment and highly technically skilled engineers to diagnose the fault and repair the faulty equipment with quality. HFCL Repair Center is fully equipped to resolve the problems pertaining to hardware, software and malfunction of device.

HFCL has plans to setup more repair and return centers in other locations based on the deployed volume of HFCL product in a particular region.

2.17 RMA Process

HFCL RMA processes are defined for domestic customers and International Customers. The RMA process is applicable for all the customers covered under warranty, extended warranty and support agreement.

Customer is required to submit a RMA request through customer support portal by filling all required information in the RMA form. A unique RMA number is issued for each faulty unit by HFCL help desk team based on submitted RMA request by the customer.

2.18 RMA Process for Direct Customer

1. Login the Support portal to open TT (Trouble Ticket). User will be presented with a set of parameters to register an issue with the HFCL customer support.
2. Fill all the relevant information like Sr. no., Model No, Customer name, Location, Issue Description as mandatory fields to raise the TT.
3. TT will be assigned to a customer support executive who will check & update will be sent to customer after online troubleshooting.
4. Customer Support Executive of IO support team will verify the warranty status of unit. If the unit is under warranty, corrective action will be taken to troubleshoot the unit and update will be sent to the customer. If unit is out of warranty, then the customer will be intimated.
5. If issue is not resolved, CS Executive will declare that the unit is faulty and refer to RMA. Customers need to fill the RMA form with mandatory fields. Partially filled/wrongly filled RMA form will not generate valid RMA number.

6. Based on RMA form submitted by the customer, a unique RMA number will be generated and provided to the customer.
7. Customer will pack the faulty units properly & send for R&R in HFCL repair center.
8. TAT for R&R is 30 days after receiving the faulty unit in HFCL's Repair Center
9. If unit is found non repairable, the same will be sent back to Customer without repair with BER (Beyond Economic Repair) certificate. Physically damaged, burnt, or water damaged units shall be classified under BER category.
10. RMA status will be updated in system & it will be closed subsequently.
11. Logistics and shipping cost of sending from customer to HFCL repair center will be borne by the customer while other way from HFCL repair center to customer by HFCL.
12. Refer to *Annexure 1*: for Escalation Matrix and RMA Process for domestic customers.

2.19 RMA Process for Channel Partners & Distributors

1. Customer must Contact to IO Support team and explain the problem statement/type of issue faced in the field and email at iosupport@hfcl.com.
2. CS Executive of IO support team will verify the warranty status of unit. If the unit is under warranty, corrective action will be taken to troubleshoot the unit, and update will be sent to the customer. If unit is out of warranty, then the customer will be intimated to contact the local distributor.
3. In case problem is not resolved by online troubleshooting then unit will be declared as faulty and RMA form should be submitted by the customer. This form can be submitted either through the portal or by sending an email to iosupport@hfcl.com with RMA form attached. Partially filled/wrongly filled RMA form will not generate valid RMA number.
4. CS Executive will process the RMA request and provide unique RMA number against the faulty unit to customer/local distributor.
5. RMA status will be updated in system & it will be closed subsequently when the unit is repaired or replaced and returned to the customer.
6. The customer will contact their local distributor for getting the faulty unit repaired/replaced.
7. Local distributor will provide a new unit to the customer against the faulty unit with valid RMA if committed as per the sales terms to a particular customer.
8. TAT for repairing the faulty unit or providing a replacement unit against valid RMA is 30 days.
9. In case, the unit is found physically damaged, burnt or water damaged, then it will be declared BER (Beyond Economic Repair) and out-of-warranty. This unit will be returned to the customer.
10. Logistics and shipping cost of sending from customer to HFCL repair center/Local Distributor will be borne by the customer while other way from HFCL repair center/Local Distributor to customer by HFCL.
11. Refer to *Annexure 2*: for Escalation Matrix and RMA Process for customers through Channel Partners & Distributors.

2.20 Repair & Return Framework

2.20.1 Logistic

Customer will pack the faulty units properly and send them for R&R to HFCL repair center. Logistics and shipping cost of sending faulty units from customer location to HFCL repair center will be borne by the customer or the distributor while other way from HFCL repair center to Local Distributor or customer by HFCL.

2.20.2 TAT

The standard TAT (Turnaround time) for Repair & Return of faulty unit is thirty (30) working days after receiving the faulty unit to service center.

2.20.3 BER

In case the unit is found physically damaged, burnt, water damaged, or tempered, then it will be declared BER (Beyond Economic Repair) and out-of-warranty. This unit will be returned to the customer.

2.20.4 RMA Validity

If a faulty unit against open RMA is not received in HFCL repair center within 30 days, that particular RMA will be closed and an intimation for the same will be sent to the customer through mail. In case, customer still needs to get that particular unit to be repaired, they need to resubmit RMA request.

2.20.9 Obsolescence/End-Of-Manufacturing Policy

In the wake of regulatory changes and technological advancement, or floored sales, wherein the production of a certain product is deemed infeasible, HFCL reserves the right to discontinue manufacturing of the same without any prior notice. Under this scenario, HFCL will effectively reclassify the product as "Manufacturing Discontinued, Maintenance Only", wherein the following will apply:

- Repair and Return (R&R) service will be available dependent on component availability
- Limited Technical Support
- Limited Software Support
- Notification about last buy order (LBO) for spares procurement will be sent to all the customers 3 months before the obsolescence of a product. Product/Spares no longer be available after LBO Notification.

2.20.10 Addendum End-Of-Life

HFCL's standard policy establishes 10 years from the date of purchase as End of Life. Once the equipment is marked EOL, its further support on repair and maintenance are subject to the availability of components and spare parts. HFCL reserves the right to declare any of its products as EOL without any prior notice or announcements.

2.21 Establishing Contact with a Central Repair Center

HFCL is having central repair center, channel partners and distribution. Every customer or channel partner has accessibility to the repair & return center through RMA process. Customers can contact channel partners or distributor or IO Support.

2.23 Premium Support

Premium support can be customized and provided at additional cost. These may include following services as per customer needs:

- 24x7 Technical Remote Support
- On Field Support
- NOC Operations support by deputing dedicated engineers
- On-site Trainings – Site Survey, Network Design & Planning, Installation & Commissioning, etc.
- Software upgrades with additional features based on feasibility
- Network Audits
- Expedite TAT for Repair & Returns
- Advance Replacement Service
- Any Other Service

2.24 Annual Maintenance/Extended Warranty Support

Extended warranty services are provided after expiry of standard warranty in form of annual maintenance contracts. IO Support team will intimate customers thirty days prior to warranty expiry dates. Customers need to contact sales teams for the commercial details.

3. FCC Statements

All HFCL products have been tested and found to comply with the limits for Class A digital device in case of all outdoor equipment and Class B digital device in case of all indoor equipment. The limits set in place are designed to provide reasonable protection against harmful interference per their designated place of installation; outdoor or indoor. The equipments are known to generate, use, and radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by adhering to one or more of the following measures:


- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer, or helpdesk for help.

Warning: Changes or modifications to the unit(s) not expressly approved by party responsible for compliance could void the user authority to operate the equipment.


4. Disclaimer

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, HFCL IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER MALFUNCTION, LOSS OF INFORMATION/DATA CONTAINED IN, STORED IN, OR INTEGRATED WITH ANY PRODUCT RETURNED TO HFCL FOR WARRANTY PURPOSES.) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT, OR ISSUANCE OF CREDIT NOTE CORRESPONDING TO THE ORIGINAL PURCHASE PRICE, OF THE DEFECTIVE OR NON-CONFORMING PRODUCT(S).

				Annexure 1: Sample RMA Form for Direct Customers:			
				HFCL Limited 8, Commercial Complex, Masjid Moth, Greater Kailash – II New Delhi - 110048 India			
RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM							
Unit Installed Date:				Unit Fault Observed Date:			
RMA for (Project/O&M):				Unit Dismantle Date (from site):			
HFCL TT Number:				HFCL TT Date:			
Stage of fault (Installation / commissioning / Integration / In service):							
RMA Number:				RMA Date:			
HFCL CS Engineer Name:				Contact No:			
Customer Details:							
Company:				Contact Person:			
Circle:				Tel. No:			
CMP Location:				Email id:			
Customer Address:							
Site ID:							
NE ID:							
Pickup Details:				Contact Person:			
Pickup Address:				Tel. No:			
				Email id:			
Equipment Details :							
Description:							
Part Number:							
Serial Number:							
Site Infra and Installation Details :							
Weatherproof (Ok/Not Ok):				DC Power voltage to PoE (in V):			
Device Grounding (Ok/Not Ok):				Tower Grounding (Ok/Not Ok):			
Field observations and fault description:							
Detail of Logs attached							
Snapshot (Attached / Not Attached):							
Other (Please provide detail):							
Signature of Requester:							

Annexure 2: RMA form for Channel Partner & Distributor

		HFCL Limited 8, Commercial Complex, Masjid Moth, Greater Kailash – II New Delhi - 110048 India	
RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM			
Unit Installed Date:			Unit Fault Observed Date:
HFCL TT Number& Date:			
RMA Number:			RMA Date:
CP/Distributor Details:			
Name of Channel Partner:			Contact Person*:
Channel Partner Address :			Tel. No*:
Distributor Name*			Email id*:
Customer Address*:			
Customer Detail*			Address:
Tel. No.			
Email id:			
Equipment Details :			
Problem Statement/Issue Description*:			
Part Number*:			
Serial Number*:			
Field observations and fault description:			
<i>Detail of Logs attached (if Available)</i>			
Snapshot (Attached / Not Attached):			
Signature of Requester:			

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About HFCL Limited

HFCL is a leading technology company specializing in creating digital networks for telcos, enterprises, and governments. Over the years, HFCL has emerged as a trusted partner offering sustainable high-tech solutions with a commitment to provide the latest technology products to its customers. Our strong R&D expertise coupled with our global system integration services and decades of experience in fibre optics enable us to deliver innovative digital network solutions required for the most advanced networks.

The Company's in-house R&D Centers located at Gurgaon & Bengaluru along with invested R&D Houses and other R&D collaborators at different locations in India and abroad, innovate a futuristic range of technology products and solutions. HFCL has developed capabilities to provide premium quality Optical Fiber and Optical Fiber Cables, state-of-the-art telecom products including 5G Radio Access Network (RAN) products, 5G Transport Products, WiFi Systems (WiFi 6, WiFi 7), Unlicensed Band Radios, Switches, Routers and Software Defined Radios.

The Company has state-of-the-art Optical Fiber and Optical Fiber Cable manufacturing plants at Hyderabad, Optical Fiber Cable manufacturing plant in Goa and in its subsidiary HTL Limited at Chennai.

We are a partner of choice for our customers across India, Europe, Asia Pacific, Middle East, Africa, and USA. Our commitment to quality and environmental sustainability inspires us to innovate solutions for the ever-evolving customer needs.

Correspondence

HFCL Limited
8, Commercial Complex,
Masjid Moth, Greater Kailash II,
New Delhi-110048,
India Tel: +91-11-30882624/2626

Mail us at:

Sales: iosales@hfcl.com

Enquiry: ioenquiry@hfcl.com

Support: iosupport@hfcl.com

Toll Free (Domestic): 8792701100

Revision History

Date	Rev No.	Author(s)	Reviewer(s)	Approver(s)
01/08/2022	HFCL_COMM_CSPP_Rev.1	Pranav Pratap Singh Gautam	Brijendra K. Singh Atul K. Srivastava	Rakesh Kumar
01/01/2023	HFCL_COMM_CSPP_Domestic_Rev.1	Pranav Pratap Singh Gautam	Brijendra K. Singh Atul K. Srivastava	Rakesh Kumar
01/05/2025	HFCL_COMM_CSPP_Domestic_Rev.2	Rakesh Kumar	Rakesh Kumar	Rakesh Kumar
26/11/2025	HFCL_COMM_CSPP_Domestic_Rev.2	Brijendra K Singh	Sanjay K. Singh, Nadeem Akhtar	Sanjay K. Singh