

Rack and Stack Request Form

Support Services

- Please note ETA is not agreed until confirmed in written form.
- All blue fields are mandatory. Installation won't be scheduled if there is any missing information.
- 10 business days minimum in advance to schedule installation are required.
- This engineer onsite service includes the following tasks (max. 90 min per serial number):
 - Remove and/or mount existing appliance from rack (if necessary)
 - Install unit to existing power and network points
 - Power up unit to operational state
 - Configure unit with customer provided IP address to working state
 - Establish IP connectivity (default gateway)
 - Hand-over to the centralized management via telephone upon request
- Any additional time onsite will be charged to the customer (above 90 minutes).
- Appointments not cancelled 48 business hours before due are subject to cancellation fee of \$500. "IP ready".

Service Request Type: Scheduled Rack and Stack Installation	
Information needs to be provided by Arrow	
Arrow Rack & Stack #:	
Arrow PO #:	
Additional internal notes:	

Information needs to be provided by customer			
Hardware involved:			
Customer IP information:			
Serial number faulty device (if applicable):			
Rack Number:			
Serial number new device:			
New device already onsite? (if not please provide ETA)			
Customer contact for organization:			
Onsite contact name:			
Onsite contact business phone:			
Onsite contact cell phone:			

Onsite address:			
Secure site ¹ :			
Date and time for customer's expected ETA (local time) ² :			

Service duration per serial number:			
Additional service time needed:			
SOW for customer engineer:			
Handover contact ³ : (if different from onsite contract)			
Special note:			
Escalation path:			

Mandatory fields	¹ Security entrance, e.g registration in advance necessary
Optional fields	² Time: At which time should the engineer arrive at customer gate/ reception
	³ If hand-over to centralized management via telephone is desired

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