

# NWOCA 101 FAQ's

## NWOCA 101 - March 2013 Presentation

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## Frequently Asked Questions

- **NWOCA owns the equipment, is there a replacement plan for the switches at the district?**
  - There is no set refresh plan for district network gear.
  - Most switches we maintain have a limited lifetime warranty. Faulty switches or other equipment failures are handled through an RMA (returned merchandise authorization) replacement process. NWOCA maintains a spares inventory to quickly swap out failed equipment while switch is "RMA'd".
  - NWOCA will perform a network walk through and review with the district if there are planned changes in the network environment, or if network utilization is exceeding current infrastructure capabilities. At that time as review of district needs is determined and the proper infrastructure upgrade is quoted and provided to the district.
- **Can you clarify for me the process related to potential replacement of equipment? Is the equipment that is replaced at no cost to the district ONLY if it is still under warranty and/or if NWOCA has it available. The way I understand it is that NWOCA is responsible for the maintenance and replacement of any equipment that NWOCA owns.**
  - **Yes, that is correct, faulty switch replacement is done at no additional cost. NWOCA maintains a spares inventory, if a switch happens to not have a lifetime warranty we replace it with a like switch until a network upgrade is scheduled**
- **Any additional cost would come due to a network assessment or a change in the network environment?**
  - **Yes, that is correct.**