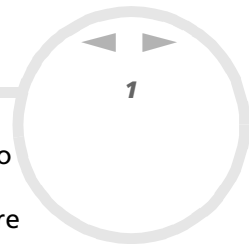


# ***VAIO-Link Customer Service Guide***

*"We consider each individual customer issue with care, attention and respect and we seek to have every customer feel good about the experience they have with the VAIO-Link Response Centre."*





This Customer Service Guide is intended to help you understand the services we provide to support our VAIO products and how you can benefit from those services. Detailed information on the operation of the VAIO products can be found in your Hardware and Software Guides.

It is the intention of Sony to provide our VAIO customers with the best possible service. As such, the value of this service to you will further differentiate our offerings to those of our competitors. This intent is reflected in the Mission Statement of VAIO-Link Response Centre.

## *Service outline*

### *What is VAIO-Link?*

VAIO-Link is a service program developed by Sony to provide our VAIO Customers with a personal link to our extensive range of technical and customer support facilities. These facilities are intended to help you make the most of our VAIO product range and to provide you with the best possible service.

### *Service background*

Sony produces its PC based products using quality materials, with a high degree of workmanship and a design for ease of use. Although it is Sony's goal that all customers will be satisfied with the products as purchased, it is recognized that due to the complexity of the technology, sometimes customers might encounter difficulties, which may require support and assistance from Sony. To service this need, Sony has created a service program called VAIO-Link. This program is backed up by a dedicated Response Centre and Repair operation, which is staffed by highly qualified personnel. This staff is trained to provide you with the best possible service.

### *Who can use VAIO-Link?*

All customers who are covered by the VAIO guarantee (1 year\*) will be entitled to use VAIO-Link services or contact the VAIO-Link Response Centre for technical support, assistance or advice, without service charge.

\* Or three years with the extended VAIO-Plus guarantee pack as sold separately.

## Registering your VAIO product

### Why should you register your VAIO product?

Registration is very important to us in providing you with the best possible service, as it allows us to maintain records of your PC configuration and of all contacts you have had with us over the duration of your warranty.


It also allows us to automatically provide you access to information or software updates directly to your PC. In short, it allows us to personalize our service to you.

### How can you register your VAIO product?

Sony VAIO-Link provides you with a number of different ways to register your VAIO product. The process of registration involves you responding to specific questions regarding your contact details, product details and some ancillary information.

You can register by:

- ❑ Accessing the registration screen on the VAIO website:  
<http://www.vaio-link.com>  
Select your language and click on the **Registration** tab.
- ❑ Calling us and providing us with the relevant details as outlined in the online registration form.

 The first option requires the use of your modem and a telephone connection and access through an Internet provider. Contact numbers for the second option can be found at the back of this guide.

## Accessing the VAIO-Link services

### *When can you access the VAIO-Link Response Centre?*

You can access our World Wide Website 24 hours a day, 7 days a week.

For phone support, the hours of coverage of your Response Centre are;

- ❑ 08:00 - 18:00 Monday to Friday,
- ❑ the Response Centre is closed during the weekends.

### *How can you access the VAIO-Link Response Centre?*

In order to provide ease of access to all our customers, VAIO-Link services can be facilitated as follows:

- ❑ **Internet:** We have developed a very powerful website for your support which facilitates self-help and allows you to directly submit issues via e-mail, monitor the progress of your issues and update those issues.
- ❑ **Fax:** National fax numbers are provided for all countries in which our products are currently sold.
- ❑ **Phone:** National phone numbers are provided for all countries in which our products are currently sold. Service is provided in the local language.

## *VAIO hardware repair services*

### *What happens if your computer needs to be physically repaired?*

While the majority of issues are resolved via the Internet or over the phone, sometimes resolving the problem might require intervention or repair.

In these cases, Sony will provide a collect-and-return service to all of its customers who are covered under warranty. This facility is available in the country you purchased your VAIO and in some other countries of the European Economic Area. We are currently extending the geographical coverage to offer you a similar service in most countries of the European Economic Area where the Sony Service Organisation will provide the best effort to fulfill your expectations.

Where field service repair is required, you will need to provide an address at which the PC can be collected and to whom it can be returned. On collection, protective packaging will be provided for secure transportation.

It is Sony's intention to have your PC returned to you within a maximum of 5 business days (from Monday to Friday) from the date of collection.

Since you are responsible for backing up your data, it is essential that prior to release of the PC to Sony that you backup all your files from your hard disk, as Sony cannot guarantee the integrity of programs or data on your PC during the repair process.

### *Can you use your dealer for support?*

Yes.

In addition to having access to the VAIO-Link Response Centre and the VAIO website, customers who are covered under warranty, may also bring their PCs to their local Sony VAIO dealer where they purchased the PC. In this case, their dealer will try to solve the problem directly or together with the VAIO-Link Response Centre.

## *Service levels, commitments and escalations*

### *What level of support will the VAIO-Link Response Centre provide?*

The VAIO-Link Response Centre will respond to all issues raised by our customers in relation to their VAIO notebook, including hardware and third party software pre-installed by Sony. For Sony hardware, we will commit to providing a resolution to all problems as covered under warranty, through repair or replacement. As it is related to Sony bundled software, we will strive to solve all issues as submitted.

### *Does VAIO-Link make any specific service delivery commitments?*

Providing a responsive service is our priority. However due to the variety, complexity and source of problems which might occur with any PC device, we cannot offer specific time-related guarantees for problem resolution.

In order to deliver on our mission statement, a response in this case means providing you with an educated answer to your question via the Internet, fax or phone.

### *Are all customer issues treated on an equal basis?*

It is the intention of the VAIO-Link Response Centre to deal with all customers on an equal basis. However in order to assure that we provide a consistent level of service, we set up a priority system which is based on the severity of the reported issues.

Here below you will find an outline of the relative severity of issues. The key aspect with this system is that you have the final say as to the relative severity assigned to your issues, remembering that if all issues are classified as severity 1, the level of attention and the speed of the resolution for all issues will be diminished.

#### **1 Critical: PC inoperable**

- ☐ Unable to access the hard disk,



- ☐ Power failure,
- ☐ Corrupt or invalid system files.
- 2 Serious: LCD screen non operational
  - ☐ Failure of CD-ROM drive, diskette drive or COM/IO ports,
  - ☐ Serious operating system problems.
- 3 Moderate: Issue affects the day to day operability of product in a limited manner,
  - ☐ Failure of hardware/software component. E.g., modem, application,
  - ☐ Acceptable workaround available to serious/critical issue.
- 4 Low: Information requests - general inquiries

### *If unhappy with the way your issue is being handled, can you escalate?*

Yes.

Although the VAIO-Link Response Centre has an automated system of escalation depending on the severity of the issue, the level of progress made and the age of the issue, will also facilitate our customers to directly escalate their issues.

The first level of escalation will be to a support analyst leader, followed by the Communications Centre Operations Manager. Again we rely on our customer's judgement to ensure that all issues are handled in a fair and reasonable manner. Escalation can be facilitated through any of our contact mediums on your request.



## How can you contact the VAIO-Link Response Centre?

As previously stated, Sony provides three different mediums by which you can contact the VAIO-Link Response Centre.

Below you will find the specific contact numbers and addresses.

New contact numbers will be added as business develops. Details of these will be provided in the registration information and on our website:

<http://www.vaio-link.com>

<i>Country</i>	<i>Phone</i>	<i>Fax</i>
From the UK (0.07 GBP/min*)	0870 240 2408	0870 240 2409
From Ireland (0.007 to 0.8 IEP/min*)	01 407 3040	01 407 3050
From France (1.2 FRF/min*)	0 803 33 33 00	0 803 34 27 37
From Germany (0.24 DEM/min*)	0 180 577 67 76	0 180 598 79 88
From Austria (3.52 ATS/min*)	0179 56 73 33	0179 56 73 67
From Switzerland (German) (0.1 to 0.3 HF/min*)	01 800 9300	01 800 9400
From Switzerland (French) (0.1 to 0.3 HF/min*)	01 800 9700	01 800 9800
From Italy (35 LIT/min*)	848 801 541**	848 810 083**
From the Netherlands (for local call rates, please consult your phone company)	020 346 9303	020 346 9505

\* Prices VAT included. Subjects will be updated from time to time without notice.

\*\* To reach the Italian Response Centre from outside Italy, please use the following numbers:

- Phone: +39 0269682345
- Fax: +39 0269682346