Proxim Enhances Customer Service Program for Customized, Worldwide Support

Proxim's ServPak Program Raises the Bar for Service in the Wireless Industry to Meet the Needs of Expanding Global Customer Base

SILICON VALLEY, CA, Nov 03, 2008 (MARKET WIRE via COMTEX News Network) -- Proxim Wireless Corporation (NASDAQ: PRXM), a leading provider of end-to-end broadband wireless systems that deliver the quadruple play, today announced an enhanced ServPak customer service and support program to provide a more customizable and global support experience for customers. To better serve its expanding global customer base, Proxim redesigned its ServPak program to provide better value, customizable support options and improved response times worldwide.

"With over 235,000 customers in more than 65 countries worldwide and growing, we have enhanced our customer support program to ensure its ability to scale as our global customer base continues to expand," said Gabe Hebert, VP of Operations and Customer Support at Proxim. "As a result, we developed a program that not only scales for future demand, but provides better service to existing customers as well."

Improved Response Time Across the Globe

No matter where customers are around the globe, Proxim's new ServPak program provides better service response time with the following changes:

- "Follow the Sun" support via call centers in both the USA & India
- Extended hours in the USA from 6:00 a.m. - 6:00 p.m. PST, Monday-Friday
- Direct access to Technical Assistance Center (TAC) via Skype from Proxim's Web site
- Global logistics support provided from locations in the USA, Poland, Brazil, China, Russia, and India

Reduced Price and Easier Price Quoting Structure

To provide greater value of support and to make the ServPak services easier for distributors, channel partners and customers to calculate, Proxim introduced the following changes:

- Enhanced package with 24x7 support cost reduced by as much as 60%
- Extended Warranty package cost reduced by up to 65%
- Reduced the number of ServPak SKU's by more than 50%

Customizable Support Solutions to Suit Every Customer's Needs

In an effort to design a program that would better suit all distributors', channel partners' and customers' specific needs worldwide, Proxim introduced new ServPak bundled services as well as a la carte service options, including:

- Two bundled packaged services:
  -- Enhanced (24x7 support)
  -- Standard (8x5 support)
- Four a la carte services:
  -- Advanced replacement
  -- Software maintenance
  -- 24x7 technical support
  -- Extended warranty
A la carte services enable partners and customers to pick and choose the support options that meet their specific requirements -- no longer one size fits all.

Advance replacement service now available globally -- expanded beyond North America.

For more information on Proxim's new ServPak program, please visit http://www.proxim.com/support/servpak/.

About Proxim Wireless

Proxim Wireless Corporation (NASDAQ: PRXM) is a leading provider of end-to-end broadband wireless systems that deliver the quadruple play of voice, video, data and mobility to all organizations today. Our systems enable a variety of wireless applications including security and surveillance, VoIP, last mile access, enterprise LAN connectivity and Point-to-Point backhaul. We have shipped more than 1.8 million wireless devices to more than 235,000 customers in over 65 countries worldwide. Proxim is ISO-9001 certified. Information about Proxim can be found at www.proxim.com. For investor relations information, e-mail ir@proxim.com or call +1 413-584-1425.

Safe Harbor Statement Statements in this press release that are not statements of historical facts are forward-looking statements that involve risks, uncertainties, and assumptions. Our actual results may differ materially from the results anticipated in these forward-looking statements. The forward-looking statements involve risks and uncertainties that could contribute to such differences including difficulties in overcoming the network installation and operational challenges relating to any specific customer or geographical area; factors beyond our control such as weather, geographic, governmental, trade and customs, interference, and other third-party issues; specific requirements of a given customer in their specific situations; new or enhanced products introduced by third parties; and difficulties or delays in supplying products with the features, performance, compliances, certifications, cost, price, and other characteristics desired by customers. Further information on these and other factors that could affect our actual results is and will be included in filings made by Proxim Wireless Corporation from time to time with the Securities and Exchange Commission and in our other public statements.

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