


Ether•PRO™ SUPPORT

A Cornerstone of the **PASSPORT Professional Services Portfolio**

World Class Support

BEST-IN-CLASS SUPPORT TO MAINTAIN YOUR NETWORK QOS

- Team of MEF & Accedian Certified Support Engineers
- Network of Partners and Resellers around the globe
- Dedicated System Manager to follow cases to completion
- Network and simulation lab to emulate and reproduce issues
- Secure Web-based Interface (Customer Portal)
- Automated RMA processing and case status tracking
- Pro-active product update notifications

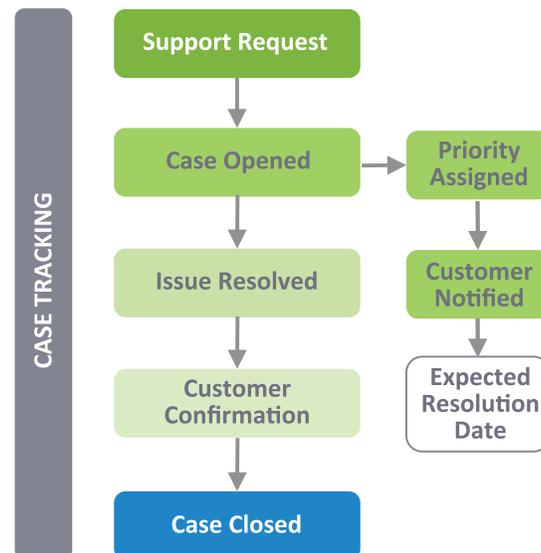
Carrier-grade products backed by responsive and experienced support programs.

Accedian Networks takes pride in delivering carrier-grade products with premium reliability, backed by responsive, experienced support. We have a history of committed service delivery to over 400 customers worldwide, ranging from international service providers to competitive regional operators.

Our support programs are designed to give you peace of mind, and clear, effective support. Our engineers support yours - a natural partnership that reflects our drive to develop customer-focused solutions.

Subscribing to Accedian's support program ensures you always have access to our knowledgeable support staff. Tailored to your particular deployment and application needs, Accedian gives you industry-leading support that ensures your Network Performance Assurance solution is helping you deliver the best Quality of Service (QoS) to your customers while expanding your bottom line.

Technical Assistance Center (TAC)



A world-class TAC team, our support staff is prepared to handle and respond quickly to unforeseen problems should they arise. Customers are assigned a System Manager to create/update the case and take advantage of additional services for which your company has subscribed. A single point of contact accelerates support fulfillment and creates a valuable internal resource your staff can rely on.

Our TAC features a state-of-the-art lab capable of emulating client network configurations to quickly reproduce and isolate problems to accelerate problem resolution.

Our technical support team is co-located with Accedian's R&D organization, ensuring they maintain an in-depth understanding of the most recent software and hardware platforms and the latest service assurance and creation features.

We'll call you! The TAC team immediately responds to customer demands and will also pro-actively notify you about the latest product enhancements. They also guarantee response times (based on priority level) below.

To efficiently handle your support cases, requests are grouped into four categories:

Interim Fixes

Our TAC personnel collaborate with engineering to provide customers with workarounds for identified issues in software and firmware until a related service pack is released, helping customers to continue to operate with minimal interruptions.

Severity	Condition	Response Time	Fault Fixed Objective	Status Update
1	Emergency Priority Service Down	< 1 hour	12 hours	Every 2 hours
2	High Priority Service Altering	< 6 hour	24 hours	Every 4 hours
3	Medium Priority Functional Issues	< 24 hour	2 business days	Every 12 hours
4	Low Priority No Operational Impact	< 24 hour	5 business days	Daily

eSupport – Web-based Customer Portal

Accedian offers a streamlined secure portal to each of our customers, providing direct access to support issue tracking, product documentation, collateral, solution guides, software and firmware releases. Our customer eSupport portal is a comprehensive resource helping you make the most of your Accedian Networks solution and our platform's high performance service assurance functionalities.

Software Version Upgrades and Updates

Accedian releases software and firmware three to four times per year. Support Program subscribers have access to the latest versions of software and firmware compatible with their Accedian Network Performance Assurance Solutions at no additional charge, including major releases offering new features and functionality, as well as interim service packs, minor bug fixes and feature enhancements. New or separate product offerings that Accedian may bring to market are not covered, nor are additional hardware and third party hardware or software that may be required for updates.

Support Program Framework

The entire Accedian organization is dedicated to ensuring our customers maximize the long-term potential of their Network Performance Assurance solutions as their service offerings grow and evolve. From online eSupport resources to 24/7 TAC coverage, our MEF-certified support engineers provide the timely answers you need to keep your network functioning at peak performance.

We offer different levels of support to meet the individual needs of our customers, and all of them include access to Accedian eSupport, our online support portal providing case tracking, online documentation, demos, release notes and much more. Renewable annually, subscribing to any Accedian Support Program will ensure you get expert advice to establish and maintain end-to-end SLAs using Accedian solutions.

Standard Support Program (first year following purchase)

All of our Support Programs include this standard Warranty:



- Access to online Customer Portal
- Technical Support Line (Weekdays, 9am-5pm your local time)

1 Year:

- Software Warranty
- Hardware Warranty (option to extend up to 5 years additional)
- Maintenance Releases

Subscription Support Plans



Silver

- Includes Standard Support Program benefits* plus Full Feature Upgrades
- Service Level Agreement



Gold

- Includes all the Silver Support Services*, plus:
- Extended Support Hours (24/7 Support Hotline)
- Annual meeting to optimize your Accedian solution and provide additional training as needed
- Expert counsel from our team of MEF certified Professional Network Engineers (PNEs) to attain QoS objectives:
 - Development of monitoring and testing strategies
 - Creating and optimizing Ethernet services
 - Ensuring SLA obligations



Bronze

- Only available for Partners or Resellers
- 24/7 Support Hotline Hours
- Maintenance Releases & Full Feature Upgrades
- Access to our MEF-certified support engineers

* not including hardware warranties: extended plans available, please contact us

Support Summary Chart

Support	Warranty	Silver	Gold	Bronze
Customer Portal eSupport 24/7	✓ ³	✓	✓	✓
Maintenance Releases ¹	✓ ³	✓	✓	✓
Full Feature Upgrades ²		✓	✓	✓
Priority Support	9am – 5pm M to F		24/7 Priority Support	
Service Level Agreement		✓	✓	✓
Accedian Certified Expert		✓	✓	✓
Annual Meeting to Optimize Accedian Solution			✓	
Hardware ⁴	1 year	Up to 5*		Up to 5

Footnotes

1 = Maintenance releases limited to bug fixes. Functional enhancements or new features not included. Bug fixes are carried over to the next full feature upgrade.

2 = Older hardware or provided environment may not support full functionality of future software/firmware releases. Full feature upgrade includes major and minor releases with functional enhancements or new features.

3 = Only applies for the first 12 months of becoming an Accedian customer. After initial warranty has expired, you must subscribe to any EtherPRO plan to get more support services.

4 = Only when provided by Accedian.

* = Extended warranty package available up to 5 years.

Warranty

All Accedian performance elements—as well as SkyLIGHT appliances, licenses, or performance software—come standard with a 1-year warranty. Replaced or repaired modules or appliance continue to be covered by the original warranty, or by a 90-day returned-goods warranty, whichever is longer. SFPs and other accessories also carry a 90-day warranty unless otherwise stated.

Coverage

Your support package is renewed annually on January 1st. Coverage of new licenses or equipment begins the day it's delivered. If your Passport EtherPRO support contract has expired, Accedian respects a 30-day grace period to renew. Renewal applications submitted after this period are subject to upgrade fees dependent on the duration of the unsubscribed period. Note that we respond only to your internal support group, training them as experts so they can support your staff.

Extended Hardware Warranties

When provided by us, Accedian hardware products are designed for carrier-grade reliability, whether they are used in a central office, PoP or at outside plant locations. All of our products are following international safety, emissions and environmental standards, while some of our demarcation units are also certified to NEBS Level 3.

Return Process

Returns are initiated by contacting technical support, who will provide a thorough assessment of the problem. If it is confirmed that a unit must be returned to the factory for further diagnosis, an RMA number will be created to assist with troubleshooting and assure the fastest possible turn-around time. The customer must complete a trouble report and ship it with the returned equipment.

Sparing Policy

Accedian retains a reserve of critical components and assembled SkyLIGHT™ platforms, Network Performance Elements & Modules, at all our global service centers. Customers may also elect to purchase spare parts for their own operation support offices.

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