

# Ascend

## Advantage Services



Don't wait until it's too late  
to decide on a support plan.  
Ascend Advantage Services  
cover the remote network needs  
you have today—and the ones  
you may encounter tomorrow.

### Installation ▾ Maintenance ▾ Remote Support

Ascend Advantage Services<sup>SM</sup> is a comprehensive selection of service solutions designed to meet the diverse needs of remote networking customers. Installation services help get your Ascend Wide Area Network (WAN) off to the right start. Then, maintenance and support solutions provide on-going hardware and software services to keep your network operating at peak performance.

Whether you need coverage for all installation and maintenance responsibilities or just to provide back-up expertise for your own efforts, Ascend has a plan to fit your needs: full maintenance services provided on-site by Ascend; remote support services for customers performing their own maintenance; and per-incident services to assist self-sufficient customers.

Ascend Advantage Services for installation and maintenance enable you to get the most from your investment in Ascend's state-of-the-art remote networking products. They also help save time and resources when implementing your remote networking solution. That's the Ascend Advantage!



## Service Solutions That Protect Your Network Investment

Ascend's expertise is available around the clock for any need, large or small. You can select the response level required to meet your network uptime objectives. And you can choose from a wide variety of competitively priced support options. The annual plans provide investment insurance for a fixed, budgeted amount and the flexibility you need to change to other plans as your network and service requirements evolve.

### Installation Services

Getting off to a good start fosters happier users and generates fewer long-term problems. But installing sophisticated and potentially unfamiliar equipment is not always easy. Ascend offers two ways to get help while configuring your new equipment: remote telephone assistance and professional on-site installation. Customers just getting started with Ascend may prefer the complete on-site installation solution. Customers who have installed Ascend equipment before may only require some telephone assistance.

#### Advantage RemoteAssist

With RemoteAssist, Ascend provides telephone assistance to answer your installation questions, to provide guidance as you perform the configuration procedure and to confirm successful setup by remote dial-in.

- Toll-free telephone access (6:00 a.m.- 6:00 p.m. Pacific time, Monday through Friday excluding holidays)
- One hour return call when a systems engineer is not available immediately
- Step-by-step instruction for configuring basic parameters (excludes network design services, such as determining proper protocol filtering parameters)
- Remote dial-in to confirm proper configuration (customers must provide a telephone line and a Hayes-compatible modem attached to the remote management port)
- Remote in-band testing for certain products via ISDN to verify operation

#### Advantage On-Site Install

With On-Site Install, Ascend performs all equipment installation and configuration procedures at your site during normal business hours.

- Unpacking and placing of equipment in the customer-provided rack or other designated location
- Connecting all LAN and WAN interface cabling
- Executing equipment power-up and power-up diagnostics
- Completing the basic configuration (excludes network design services, such as determining proper protocol filtering parameters)
- Verifying the installation by performing an end-to-end connectivity test

### Maintenance Services

Mission-critical remote networking applications demand performance in two dimensions: throughput and uptime. Ascend products already give you maximum throughput. By choosing Advantage Maintenance for your Ascend products, you also get maximum uptime.

Customers who want Ascend to handle all on-going maintenance responsibilities have a choice of three affordable, annual plans. All three offer full service for both hardware and software; the only difference involves on-site response times and time of day/week coverage. Standard Service is available in most cities throughout the United States and Canada; Priority and Comprehensive Services are available in many metropolitan areas.

#### Standard Service

Standard Service is an affordable entry-level plan for customers who want Ascend to handle all maintenance responsibilities.

- Toll-free telephone technical support (6:00 a.m.- 6:00 p.m. Pacific time, Monday through Friday excluding holidays)
- Priority call response within 10 minutes for all critical problems
- Maximum call response of two hours for minor problems or questions
- Complete problem tracking, management and escalation until resolution
- Assisting other vendors as required to determine the cause of a problem
- Remote dial-in diagnostics and in-band testing via ISDN to test/verify product operation (customer must provide access via ISDN, or a telephone line and a Hayes-compatible modem attached to the remote management port)
- Overnight advance replacement of failed customer-replaceable parts (shipped same day for calls received by 4:00 p.m. Pacific time)
- Next day on-site response by 5:00 p.m. local time from when a hardware failure is determined to have occurred
- Software support for all maintenance releases and feature upgrades
- Annual fee includes all replacement parts, software upgrades, labor, travel time and travel expenses

#### Priority Service

Priority Service includes all of the deliverables of the Standard Service plan with an accelerated on-site response time of four business hours for customer facilities located within 50 miles of an Ascend service center.

### Comprehensive Service

Comprehensive Service includes all of the deliverables of the Standard Service plan and adds around-the-clock coverage (24 hours a day/seven days a week, including holidays). For customer facilities located within 50 miles of an Ascend service center, the Comprehensive Service also includes the accelerated on-site response time of four business hours.

Please check the Ascend web site or contact your representative for coverage options in your area.

### Remote Support Services

Often, companies can save money and improve responsiveness by taking responsibility for the diagnosis and repair of network problems. Some companies implement a self-maintenance strategy when the network is fundamental to their core business. Others simply find this an attractive alternative to traditional maintenance plans.

Ascend has a choice of three economical plans to assist customers handling their own maintenance responsibilities. All three are annual subscriptions with telephone assistance and full coverage for all replacement parts.

#### Basic Service

Basic Service is the preferred solution for self-maintenance customers needing remote support from Ascend.

- Toll-free telephone technical support (6:00 a.m.- 6:00 p.m. Pacific time, Monday through Friday excluding holidays)
- Priority call response within 10 minutes for all critical problems
- Maximum call response of two hours for minor problems or questions
- Overnight advance replacement of failed parts (shipped same day for calls received by 4:00 p.m. Pacific time)
- Complete problem tracking, management and escalation until resolution
- Remote dial-in diagnostics and in-band testing via ISDN to test/verify product operation (customer must provide access via ISDN, or a telephone line and a Hayes-compatible modem attached to the remote management port)
- Software support for all maintenance releases and feature upgrades

#### Premium Service

Premium Service includes all of the deliverables and accelerated response times of the Basic Service plan and adds around the clock coverage (24 hours a day/seven days a week, including holidays) for access to the Ascend Technical Assistance Center.

### Extended Warranty

Extended Warranty is an inexpensive self-maintenance plan for technically proficient customers that need only occasional assistance from Ascend. Extended Warranty provides overnight advance replacement of failed parts (shipped same day for calls received by 4:00 p.m. Pacific time) and software maintenance releases. Telephone technical support is offered on an "as available", best effort basis (6:00 a.m.- 6:00 p.m. Pacific time, Monday through Friday excluding holidays).

### Per Incident Services

For those customers that have not selected one of Ascend's annual maintenance programs, but may require Ascend support from time to time, Ascend offers per incident services on an "as available" basis. Even if you've failed to plan, Ascend has a plan to support you.

Per-incident services cover repair or replacement of failed parts under the Depot Repair and Ship Ahead programs. Time & Material services are for those rare incidents where on-site assistance from Ascend is needed to resolve a complex problem.

#### Depot Repair

Depot Repair is a return-to-factory for repair program for customers that stock replacement parts. A failed unit is returned to Ascend, where it is repaired or replaced, and returned to the customer within 10 business days.

#### Ship-Ahead Repair

Ship-Ahead Repair provides overnight advance shipment of replacement parts. The failed part is returned to Ascend after the replacement part is installed.

#### Time & Materials

Time & Materials (T&M) support covers all efforts and goods provided by Ascend that are not covered under any of the other services. T&M telephone support and on-site services are offered on an "as available, best effort" response basis, and customers pay for all travel and related expenses.

	Installation Services RemoteAssist Install On-site Install	Maintenance Services Standard Priority Comprehensive	Remote Support Services Basic Premium Extended Warranty	Per-Incident Services Depot Repair Ship Ahead T&M Service
<b>Type</b>				
Fixed Annual Fee	- -	▼ ▼ ▼	▼ ▼ ▼	- - -
Per-Incident/Unit Package	▼ ▼	- - -	- - -	▼ ▼ ▼
<b>Telephone Technical Assistance</b>				
Toll-Free Access	▼ -	▼ ▼ ▼	▼ ▼ ▼	- - -
Priority Call Response (Major)	- -	▼ ▼ ▼	▼ ▼ -	- - -
2 Hour Response (Minor)	- -	▼ ▼ ▼	▼ ▼ -	- - -
Best Effort Response	- -	- - -	- - ▼	- - ▼
Business Day Coverage	▼ -	▼ ▼ -	▼ - ▼	- - -
24 Hour/7 Day Coverage	- -	- - ▼	- ▼ -	- - -
Remote Diagnostics	▼ -	▼ ▼ ▼	▼ ▼ -	- - -
Problem Management	- -	▼ ▼ ▼	▼ ▼ -	- - -
<b>Parts</b>				
Technician-Supplied On-Site	- -	▼ ▼ ▼	- - -	- - -
Overnight Shipment	- -	▼ ▼ ▼	▼ ▼ ▼	- ▼ -
Return to Factory Repair	- -	- - -	- - -	▼ - -
<b>Software</b>				
Maintenance Releases	- -	▼ ▼ ▼	▼ ▼ ▼	▼ ▼ -
Major Feature Upgrades	- -	▼ ▼ ▼	▼ ▼ -	- - -
<b>Field Support</b>				
On-site Technician	- ▼	▼ ▼ ▼	- - -	- - -
4 Hour Response (50 Miles)	- -	- ▼ ▼	- - -	- - -
Next Day Response	- -	▼ - -	- - -	- - -
Best Effort Response	- -	- - -	- - -	▼ ▼ ▼
Business Day Coverage	- ▼	▼ ▼ -	- - -	- - -
24 Hour/7 Day Coverage	- -	- - ▼	- ▼ -	- - -

## Ascend's Remote Networking Products

### GRF™ Family

GRF products are high-performance IP switches that let network service providers cost-effectively offer network access and backbone services.

### MAX™ Family

The MAX family of high-density, multiprotocol WAN access switches provide access to central sites or the Internet over high-speed access lines such as ISDN BRI, frame relay over ISDN PRI, channelized T1/E1 and ISDN BRI lines.

### Pipeline® Family

Pipeline products are Ethernet-to-ISDN bridges/routers that connect remote users in small or home offices to backbone networks and/or the Internet.

### Multiband™ Family

Multiband bandwidth on demand controllers are designed for videoconferencing/multimedia applications and let users dial up bandwidth in increments of 56/64 kbps up to 4 mbps.

### NetWarp™ Family

NetWarp products are ISDN terminal adapters that enable PC users to access the Internet or a remote LAN using the full 128 kbps of an ISDN BRI line.

### Secure Access™ Family

Secure Access Firewall is the first offering of Ascend's end-to-end security solution. It integrates dynamic firewall technology with the MAX and most Pipeline products to provide secure remote connections.

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Ascend Communications, Inc. (NASDAQ: ASND) develops, manufactures, markets, sells and supports a broad range of high-speed digital wide area network access products. These products use bandwidth on demand to enhance existing corporate networks for applications such as remote LAN access, telecommuting, SOHO and Internet access, and videoconferencing/multimedia access.

Ascend markets the GRF, MAX, Pipeline, Multiband, NetWarp and Secure Access families of products. Ascend products are available in more than 30 countries worldwide.

Dynamic Bandwidth Allocation™ (U.S. Patent No. 5,231,649), MAX™, MAXLink Pro™, MAXDial™, MAX TNT™, MegaPOP™, Multiband™, Multilink Protocol Plus™, Pipeline® and Secure Access™ are trademarks of Ascend Communications, Inc. Ascend Advantage Services™ is a servicemark of Ascend Communications, Inc. Other trade names mentioned in this publication belong to their respective owners.

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Remote Networking  
Solutions That Work.™