



Ascend Advantage Services - EMEA

Ascend Advantage Services are a comprehensive portfolio of service solutions designed to meet the diverse needs of remote networking and core switching customers. Maintenance and Remote Support solutions provide on-going hardware and software services to keep your network operating at peak performance.

This document presents the delivery capabilities over the Europe, Middle East and Africa region of our services offering in terms of:

Remote Support Options

- Extended Warranty
- Advantage Basic Support Program
- Advantage Premium Support Program

On-Site Maintenance Options

- Standard
- Priority
- Comprehensive

Other Services

- Depot Repair Program
- Ship Ahead Program
- Time & Materials

Major Account Option

- Advantage^{Plus} Support Program (*separate schedule*)

Service Component Definition

Technical Assistance Centre (TAC) Support

TAC Support includes access to Ascend's Technical Assistance Center. Support calls are routed to a live Network Support Engineer, or to a Call Director for callback by a Network Support Engineer.

- Standard Service
 - Callback will be actioned in less than 2 business hours.
 - Standard Service is targeted to answer 70% of all calls in less than 5 minutes.
 - Closure of incidents requires agreement with the customer excepting that incidents will be considered closed after 10 days of no response from the customer.
- Priority Service
 - Callback will be actioned in less than 15 minutes by a Level II Network Support Engineer.
 - Priority Service is targeted to answer 95% of all calls in less than 2 minutes.
 - Closure of incidents requires agreement with the customer.
 - Includes access for two authorised callers, additional callers may be purchased. Authorised callers must have completed Ascend Certified Professional (ACP) requirements.
- TAC Availability
 - Business Day access is available Monday through Friday, between 9:00am and 5:00pm, Central European Time excepting Ascend observed holidays
 - Extended hours access is available 24-hours per day and 7 days per week. Service Levels differ outside of Business Day hours.

Software Maintenance

Software maintenance support includes patch releases of software, as available, to correct reported deficiencies. Software maintenance releases will include media for remote distribution or via electronic remote download, as appropriate.

Software Updates

- Software updates as generally released from time to time, to include media for remote distribution of software updates across Customer's network as well as a set of documentation for the Customer's central network site.
- Revision and enhancement release information as it becomes available for general release, relating to availability of code corrections, work-around procedures and limitations of Covered Products.
- Periodic software problem status reports that include information concerning software enhancements, bugs and major documentation updates.
- Electronic access to all software release notes, software maintenance bulletins, open problem reports and major documentation updates.
- On-site support may be provided at Ascend's discretion.

Ascend's Advantage Online Support (AOS)

Ascend's Advantage Online Support (AOS) provides online access to up-to-date information, tools and technology in an easy to use format. There are several access levels.

Level 1. FAQ's, Tips, White papers, Anonymous FTP, Trouble Tickets, Static Test Lab, Software Planner, Feature Requests

Level 2. Download patches, Search Core Documents



Exhibit A - Ascend Advantage Services - EMEA

- Level 3 Proactive Alerts, Download
Incrementals/Updates, Closed TR's
- Level 4 On-Line Hash Codes (ASP'S only), LCP
Debugger, All TR's (Limited View)

Overnight Hardware Replacement

- a. Requests for advance shipment of replacement parts or products must be received by 3:00 p.m., Central European Time. For products that are remotely diagnosed by Ascend as a hardware problem, Ascend shall forward replacement products the same business day, by priority shipment, marked for next business day delivery, where available. Ascend shall not be liable for next business day delivery for shipments that must clear customs or for delivery to locations outside the next business day delivery zone of the carrier.
- b. For calls received after 3:00 p.m., Central European Time, which are remotely diagnosed by Ascend as a hardware problem, Ascend shall forward replacement parts or products the next business day, by priority shipment, marked for next business day delivery, where available. Ascend shall not be liable for next business day delivery for shipments that must clear customs or for delivery to locations outside the next business day delivery zone of the carrier.
- c. Customer shall return the malfunctioning hardware product to Ascend within ten days of receipt of the replacement hardware product. Malfunctioning hardware parts or products not received by Ascend within twenty (20) business days of Customer's receipt of replacement hardware product shall be invoiced at Ascend then-current list price.
- d. The replacement hardware parts or products are provided to customer at no cost provided the replacement was due to malfunction or normal wear and tear of the product and not due to causes external to the product. Otherwise, the hardware part or product is provided at the then-current Ascend list price, plus shipping and handling costs.

Depot Repair

Under the Depot Repair service, if any Ascend hardware component fails, Customer calls the Ascend Technical Assistance Center during business day hours. An Ascend representative will issue Customer a Return Material Authorization (RMA) number to be used for returning the product or part to Ascend. Once Ascend receives the failed component, Ascend will repair or replace (at its option) the malfunctioning equipment and return it to Customer within 10 business days at Ascend expense.

On-site Hardware Replacement

- a. Ascend shall dispatch on-site a Service Representative with the replacement hardware parts or products.
- b. Ascend's response time commitment begins at the time Ascend dispatches a service representative to the arrival of Ascend designated service representative.
- c. Ascend designated Service Representative shall pick up the malfunctioning hardware part or product to return to Ascend at the time of on-site repair. If the malfunctioning hardware part or product is unavailable at that time, Customer shall return, at its expense, the malfunctioning hardware product to Ascend within ten (10) days of receipt of replacement. Malfunctioning hardware product not received by Ascend within twenty (20) days of Customer's receipt of the replacement shall be invoiced at Ascend's then-current list price.
- d. The replacement hardware part or product is provided to customer at no cost provided the replacement was due to malfunction or normal wear and tear of the hardware product and not due to causes external to the hardware product. Otherwise, the hardware product is provided at the then-current Ascend list price, plus shipping and handling costs.



Service Program Description

Remote Services

Extended Warranty Program

1. *Business Day Standard TAC*
2. *Software Maintenance*
3. *Advantage Online Support Level 2*
4. *Overnight Hardware Replacement*
5. *Eligibility*
To be eligible for Next Day Hardware Replacement under extended warranty, all nodes in Customer's network must be covered by Extended Warranty.

Basic Support Program

1. *Business Day Priority TAC*
2. *Software Maintenance*
3. *Software Updates*
4. *Advantage Online Support Level 3*

5. *Overnight Hardware Replacement*

6. *Eligibility*
To be eligible for the Basic Support Program, all nodes in the Customer's network must be covered by the Basic Support Program.

Premium Support Program

1. *Extended Hours Priority TAC*
2. *Software Maintenance*
3. *Software Updates*
4. *Advantage Online Support Level 3*
5. *Overnight Hardware Replacement*
6. *Eligibility*
To be eligible for the Premium Support Program, all nodes in the Customer's network must be covered by the Premium Support Program.

On-site Services

Standard On-Site Program

1. *Business Day Priority TAC*
2. *Software Maintenance*
3. *Software Updates*
4. *Advantage Online Support Level 3*
5. *On-site Hardware Replacement, Next Day Response*
Dispatching of a designated service representative is based on the following response time:

Distance from Ascend Service Center	Maximum Response Time
0-150 km radius	Next Business Day by 5:00pm (local time)
150+ km radius	Not Available

6. *Eligibility*
To be eligible for the Standard Support Program, all nodes in the Customer's network must be covered by the Standard Support Program.

Priority On-Site Program

1. *Business Day Priority TAC*
2. *Software Maintenance*
3. *Software Updates*
4. *Advantage Online Support Level 3*
5. *On-site Hardware Replacement, 4 Hour Response*
Dispatching of a designated service representative is based on the following response time:

Distance from Ascend Service Center	Maximum Response Time
0-150 km radius	Four Business hours
150+ km radius	Next Business Day

6. *Eligibility*
To be eligible for the Priority Support Program, all nodes in the Customer's network must be covered by the Priority Support Program.

Comprehensive On-Site Program

1. *Extended Hours Priority TAC*
2. *Software Maintenance*
3. *Software Updates*
4. *Advantage Online Support Level 3*
5. *On-site Hardware Replacement, 2-4 Hour Response*
Dispatching of a designated service representative is based on the following response time:

Distance from Ascend Service Center	Maximum Response Time
0-35 km radius	Two consecutive hours
35-150 km radius	Four consecutive hours
150+ km radius	Best effort plus added charges

6. *Eligibility*
To be eligible for the Comprehensive Support Program, all nodes in the Customer's network must be covered by the Comprehensive Support Program. Two-hour response is available only by custom quotation on a site-by-site basis.



Other Services

Depot Repair Program

1. *Depot Repair*
2. *Depot Repair is available on a per board basis*

Ship Ahead Program

1. *Overnight Hardware Replacement*
2. *Ship Ahead is available on a per board basis*

Time & Materials Program

Hourly Labor & Travel Charges for per-incident Time & Materials support.

Note: A minimum of 4 billable hours plus travel expenses are charged per on-site call.

Ascend Advantage^{Plus} Service Program

Ascend Advantage^{Plus} Services provide enhanced service and support features to address the unique needs of customers with scale implementations of Ascend's products. Built on the foundation of the Advantage Service program, Advantage^{Plus} Service includes all of the benefits of Ascend's standard service portfolio, plus additional service level access and support typically offered only to Ascend's Authorized Service Providers and Service Partners.

Service Level Upgrade

In addition to the service level commitments available under the Ascend Advantage Services program, Advantage^{Plus} Service Customers will receive upgraded technical support delivered through the Ascend Major Accounts Support Group (MASG), Quarterly Site Reviews, and preferred on-line access.

Major Account Support Engineer Assigned

- Each Advantage^{Plus} Service Customer is assigned a primary and secondary Major Account Support Engineer who are knowledgeable on Ascend's entire product line, as well as the specific application and environment of the Advantage^{Plus} Service Customer. One Major Account team member will be the primary contact while the secondary will provide back-up support.
- Upon commencement of the Advantage^{Plus} Service program, the Primary Major Account Support Engineer is available, upon request, to visit the Advantage^{Plus} Service Customer's major installation(s) to familiarize himself with the Advantage^{Plus} Service Customer's implementation. There is no additional charge for the Major Account Support Engineer's labor to perform the initial site visit. Travel expenses are not included.
- The primary Major Accounts Support Engineer will hold periodic conference calls with the Advantage^{Plus} Service customer to review outstanding trouble tickets and escalation status. Additionally, the Major Account support team will review proposed configuration changes and software releases to determine the impact upon the Advantage^{Plus} Service customer network, then working with the Advantage^{Plus} Service customer, devising a plan for implementing the configuration of software changes in the network.

Priority Major Account TAC Access

- Each Advantage^{Plus} Service Customer will have a dedicated telephone number to reach Ascend Technical Support. If a Major Account engineer is not immediately available, a Major Account Engineer will return the call within 15 minutes during normal business hours (09:00 -17:00 CET) and in emergency situations within 30 minutes at all other times.

Quarterly Network Site Review

- The Major Account Support Engineer will perform a quarterly review of the network sites to remain knowledgeable of the customer's applications. Major Account Support Engineer will use network maps, and other information provided by the Ascend Advantage^{Plus} Service customer. Optional additional site visits are available at preferential rates.

Advantage^{Plus} Escalation Plan

Once the Advantage^{Plus} Service Customers and Major Account Engineer have agreed the trouble call must be escalated, the Major Account Support Engineer will ensure the next-higher-level is contacted within 30 minutes. The Major Account Support Engineer assigned to Advantage^{Plus} Service Customer will remain the focal point for all activities, and *own the problem* through resolution.

On-line Support Access

The Advantage^{Plus} Service customer will have privileged electronic access via the Internet to Ascend web site. Access with search capabilities will include:

- FAQ's, Technical Tips, White Papers
- Download of Software Patches/Incremental (as provided in the chosen Advantage Service plan)
- Configuration Notes
- Priority Alerts /Marketing Alerts/Feature Requests
- Electronic Manuals
- Ascend Static Lab

Authorized Callers

- Ascend Advantage^{Plus} Service includes access for two authorized callers into Major Account TAC. Additional Callers may obtain access for an additional annual fee.
- Authorized callers must have completed Ascend Certified Technical Expert (ACTE) requirements within nine Months of designation as Ascend Advantage^{Plus} Service customer.

Program Charges

- **Annual Charges** – The program is based on a fixed yearly fee for participation and an additional fee per MAX, TNT, and/or GRF in the Advantage^{Plus} Service customer's network with a maximum annual ceiling charge. This fee and the number of systems under coverage are reviewed annually.
- **Additional Authorized Callers** – a fee per caller in addition to the two named callers designated in the contract is charged per year and reviewed annually.
- **Advantage Service Discounts** - 25% off all standard Advantage Service Programs.

Support Services Covered

- **Phone Support** is a real-time exchange of information between the Advantage^{Plus} Service Customer technician and the Ascend Major Account Support Engineer. The Ascend engineer will attempt to diagnose the problem with the assistance of the Advantage^{Plus} Service Customer technician on-site. When the problem has been correctly diagnosed and a solution proposed, the Advantage^{Plus} Service Customer engineer will be responsible for implementing the corrective measures under the guidance of the Ascend engineer.
- **Remote Management** is the ability of the Ascend engineer to dial directly into the Ascend product and remotely manage it. This is the preferred method of support when both equipment and WAN links permit. The Ascend engineer will have the ability to directly correct configuration errors and gather diagnostic information from the unit.
- **Remote Access** requires that a modem meeting Ascend's specification be attached to the Ascend product(s) so that out-of-band access is available. This access will allow the remote Ascend engineer to effect basic configuration changes to invoke remote management, if applicable. All Ascend products covered by this agreement must have remote access available.

Customer's Responsibilities

- Initial troubleshooting (*First Level Support*) will be performed by the Advantage^{Plus} Service Customers certified technicians prior to contacting the Major Accounts Support Group. 1st Level Technical Assistance is available to all other employees of the Advantage^{Plus} Service customer through Ascend's general support hotline. Priority response is dependent upon the Ascend Advantage Services program in effect.
- The Advantage^{Plus} Service customer must designate a point-of-contact to conduct periodic reviews and exchange information with the Ascend Major Account Engineer.
- The Advantage^{Plus} Service Customer will designate up to two engineers who will have access to the Major Account Support Group for Advantage^{Plus} Service Support.
- The Advantage^{Plus} Service Customer will provide Ascend with escalation and contact information on a regional basis.
- The Advantage^{Plus} Service Customer will ensure that the Advantage^{Plus} Service Customer technician on-site is familiar with the Ascend product(s) installed, and that the necessary support equipment (for example, terminal emulating VT-100) is available.
- The Advantage^{Plus} Service Customer engineer will have at the time of the trouble call the phone numbers associated with each ISDN and modem line(s) connected to the Ascend product(s).
- The Advantage^{Plus} Service Customer engineer must have knowledge of and access to any passwords or access-control features that are enabled to prevent unauthorized access to the Ascend product(s).
- The Advantage^{Plus} Service Customer technician must inform the designated Major Account Support Engineer immediately of any changes to the Advantage^{Plus} Service Customer's network design that might have an operational impact on the performance of Ascend's products.