Ascend Communications

EMEA Advantage Services

Managed Service Delivery

Ascend End-Users

Non-Contract Support

Advantage Remote Support

ASP Service Delivery

Authorized Service Providers

Back Up TAC

Advantage Installation

Advantage On-Site

Service Partners IBM, Unisys, etc.

Backed Up TAC/Field Ops

Advantage Plus Support Only

Ascend TAC

Ascend Major Accounts
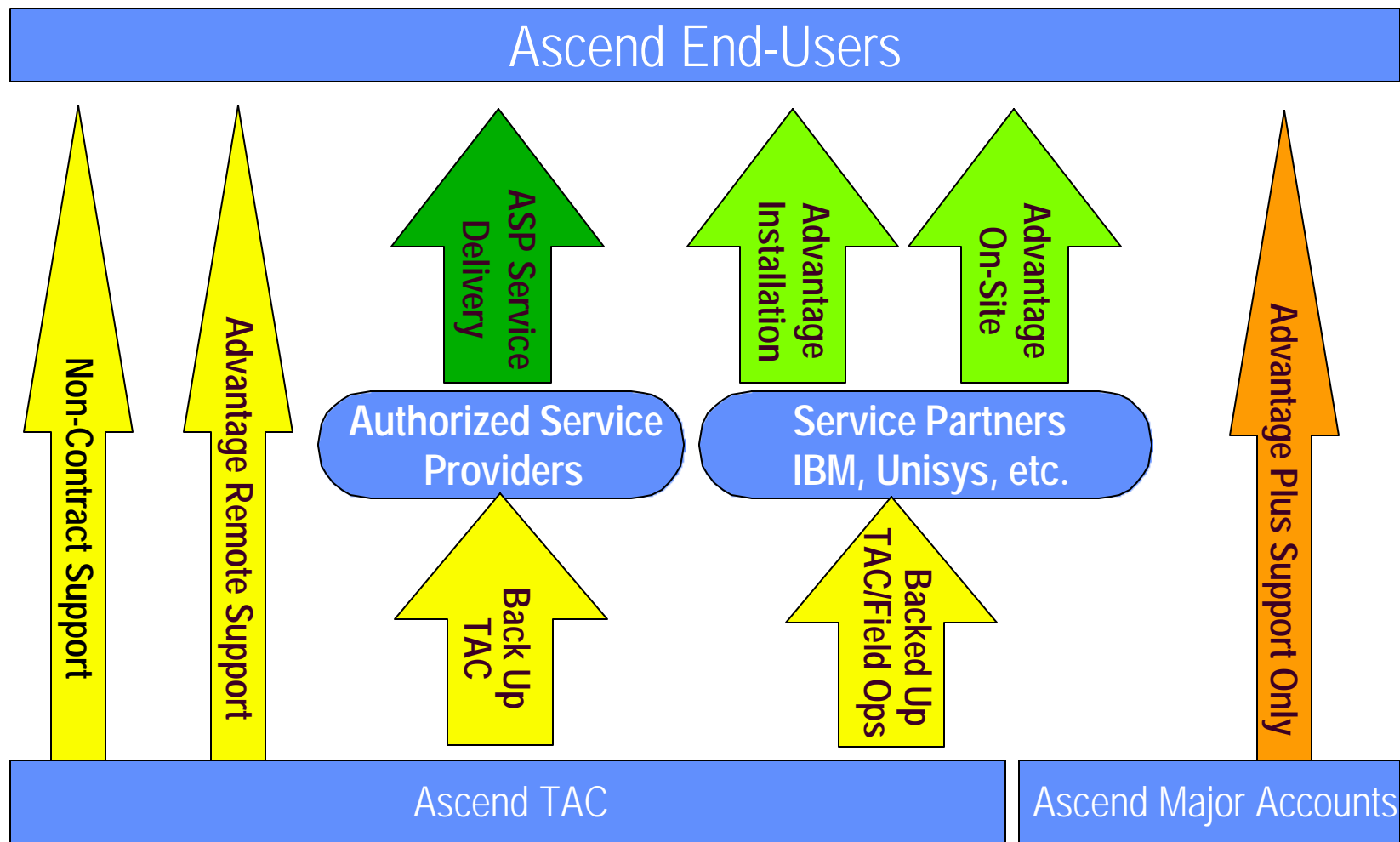
Advantage Services - Portfolio

Services Components or Features

Technical Assistance

Hardware Coverage

Software Coverage

Web Services

Combine Feature into Programs

Yearly and System Based Offers

Per-incident Offers

Other Services

Training

Installation

Time & Material

Major Account Program (Advantage Plus)

Technical Assistance - component

Standard Service

    2 hours action time

    70% answered in less then 5 minutes

Priority Service

    15 minutes action time

    95% answered in less then 2 minutes

Business Day Access

Extended Coverage

Hardware Coverage - component

Overnight Hardware Replacement

Ship same business day < 3 pm

Ship next business day > 3 pm

Depot Repair

Repair or replace and ship within 10 days

On-Site Hardware Replacement

Next day

8 Hours

4 Hours

Software Coverage - component

Software Maintenance

Bug fixes / patches

Software Updates

New releases

New features

Proactive Notifications

Newsletter / Bulletin

Web Support - component

Advantage On-line Support (AOS)

Level 1 Access

    FAQ's, Tips, White Papers, Anonymous FTP, Trouble Tickets, Static Test Lab, Software Planner, Feature Requests

Level 2 Access

    Download patches, Search Core Documents

Level 3 Access

    Proactive Alerts, Download Incrementals/Updates, Closed TR's

Level 4 Access

    On-Line Hash Codes (ASP's Only), LCP Debugger, All TR's (Limited View)

Level 5 Access - No Restrictions (All TR's)

Advantage Services - Programs

REMOTE

Extended Warranty

Basic Remote

Premium Remote
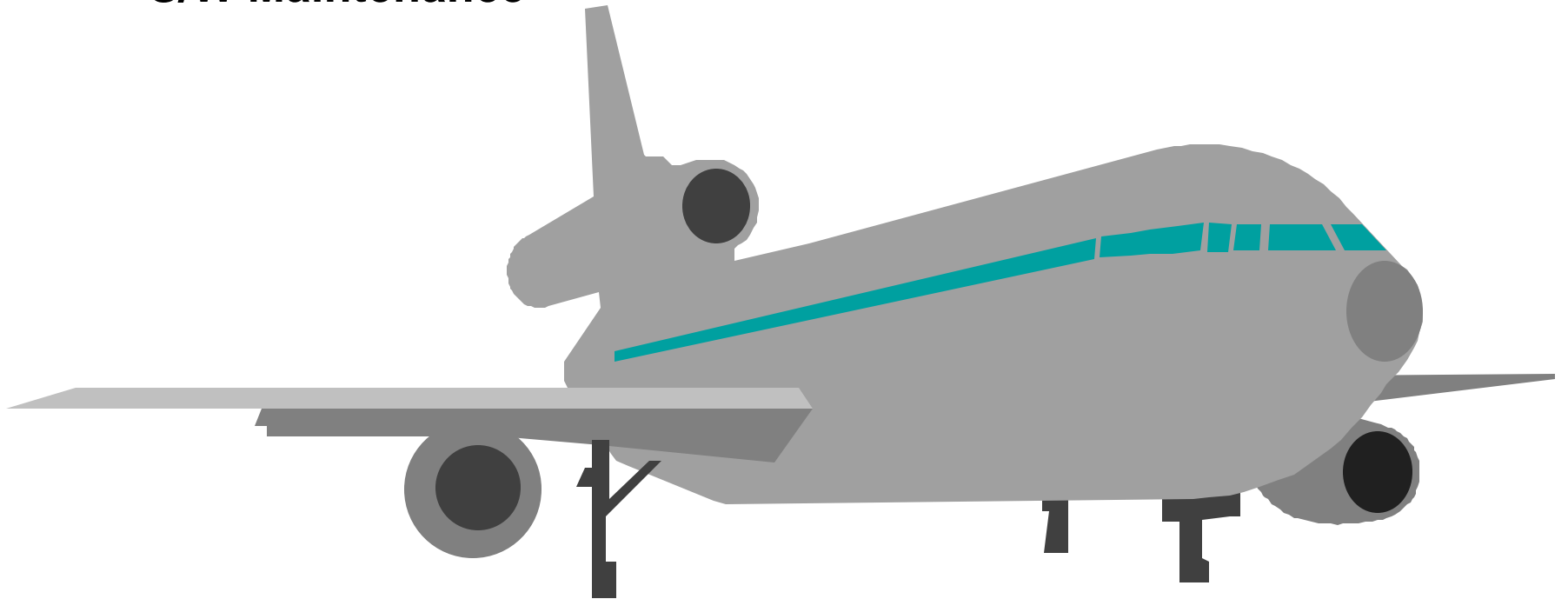
ON-SITE

Standard

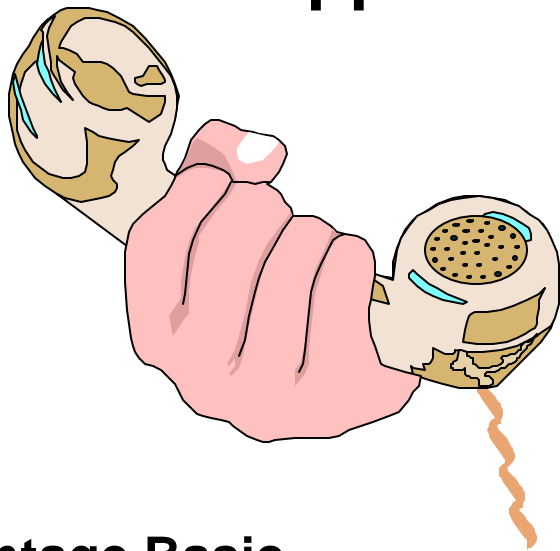**Priority**

Comprehensive

Advantage Extended Warranty

12 Month Extension

Overnight Advance Replacement Parts

Business Day Level 1 TAC Support

"Best Effort" Return Phone Call

S/W Maintenance

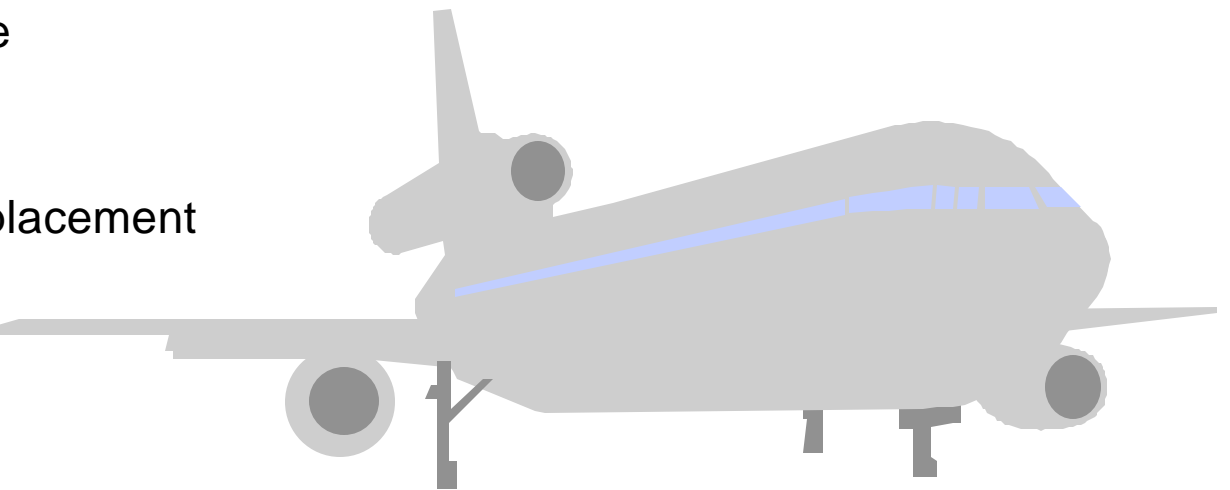# Advantage Remote Support
Support for "Self Maintainers"

Advantage Premium

Around-the-Clock Coverage

dedicated phone number

Level 2 TAC

Priority Call Queue

Advance Overnight Replacement Parts

S/W Maint & Upgrades

Advantage Basic

Business Day Coverage

Level 2 TAC

Priority Call Queue

Advance Overnight Replacement Parts

S/W Maint & Upgrades

Advantage Installation Services

Advantage On-Site

Basic Installation Program

Unpack Product

Connect Interface Cabling

Equipment Power-Up

Power-up Confidence Test

Basic Product Configuration

End-to-end Connectivity Testing

Advantage RemoteAssist

Remote Installation Assistance

dedicated phone number to access the TAC

Return Call from Product Specialist within 60 Minutes

Step-by-step Instruction for Configuration of Basic Parameters

Remote Dial-in

Remote Test (ISDN)

Per-Incident Services
Ship Ahead

Per Unit Exchange Charges

Replacement Shipped Overnight

Failed Units Returned to Ascend Repair Depot and Become Ascend Property

Requests Must be Placed by 3:00 PM CET
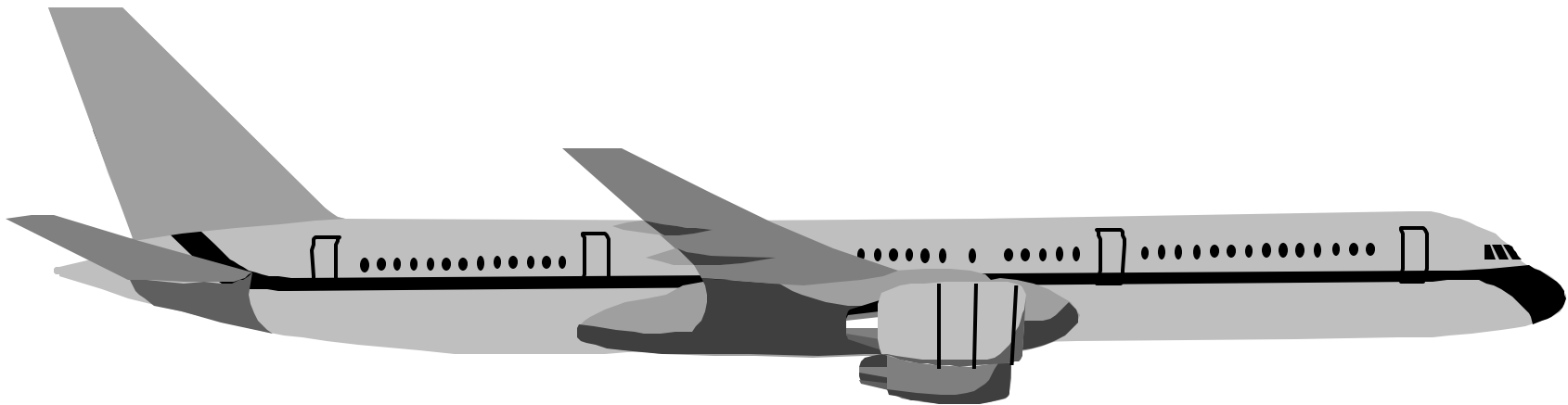
Per-Incident Services
Depot Repair

Warranty Service after Day 91

Non-Warranty Service After One Year
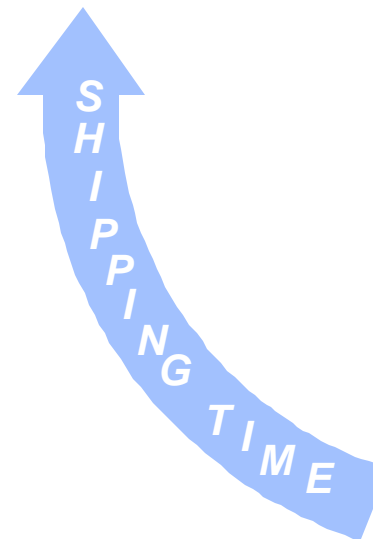
Per Unit Repair Charges

10 Business Day Repair Cycle

RMA Required

    (+33 4 92 96 56 08)

Failed Unit Shipped to Ascend Depot

SHIPPING TIME

SHIPPING TIME

Repaired Unit Returned 10 Business Days

AdvantagePlus

Personalized Service - Assigned Primary & Secondary Major Accounts Support Engineer

Priority Call Response - Live Access Or Call-Back In Less Than 15 Minutes

Initial Site Visit - Review and Collect Network Documentation and Understand Customer Environment

Quarterly Site Reviews - Keep abreast of network/customer changes and update documentation

Periodic Conference Calls - Staying abreast of problems and providing regular feedback

Ascend AOS - Preferred Access To Advantage On-Line Support (AOS)- Including Priority Alerts, Known Bug Lists, And More!

Advantage Service Discount - 25% Discount On All other Advantage Services

AdvantagePlus Program Requirements

Customer Maintains Internal Help Desk For Level I Calls

Customer Designates Primary And Alternate Contacts

  Only Two Callers Unless They Purchase *"Additional Authorized Callers"*

Authorized Callers must be Ascend Certified Professional (ACP)

Customer is Focal Point For End-User Support

  No Turnover To End-Users

Provides Network Information And Change Control Alerts

Ascend Customer Services

"*Setting New Standards for Network Support*"