



SUPERIOR TECHNICAL SUPPORT

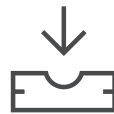
ProServices Support | ProCare

Overview

ADTRAN's ProCareSM services ensure you get the most out of your ADTRAN[®] solutions with priority access to technical support, after-hours emergency assistance, the latest software releases and patches, as well as priority guaranteed arrival of replacement hardware. All of these benefits are delivered by ADTRAN's award winning ProServices support team with options that provide the flexibility to choose what fits your business the best.



**TECHNICAL
SUPPORT**



**SOFTWARE
RELEASES**



**HARDWARE
REPLACEMENT**

SUPERIOR TECHNICAL SUPPORT



Why Buy ProCare Basic Services?

- The ProCare Basic plan is ideal if you have an existing software assurance or software maintenance contract with ADTRAN today.
- ProCare Basic extends all the benefits of the ADTRAN warranty, including repair service.

Why Buy ProCare Next Business Day Remote Services?

- The ProCare Next Business Day Remote (NBD Remote) plan is designed for our customers who require expedited hardware replacement with remote guidance for physical equipment replacement.
- ProCare NBD Remote balances the advantages of ProCare Basic with sensitivity to both price and on staff technical expertise.

Why Buy ProCare 7x24x4 Remote Services?

- The ProCare 7x24x4 Remote plan is ideal if you have mission critical equipment requiring the quickest route to hardware replacement.
- ProCare 7x24x4 Remote provides your IT staff with remote guidance to complete any necessary replacement.

Why Buy ProCare Next Business Day Onsite Services?

- The ProCare Next Business Day Onsite (NBD Onsite) plan ensures expedited hardware replacement.
- ProCare NBD Onsite provides you the value-add of a smart-hands technician to perform the hardware replacement and subsequent testing.

Why Buy ProCare 7x24x4 Onsite Maintenance?

- The ProCare 7x24x4 Onsite plan is ADTRAN's premium offering for your business when downtime is not an option.
- ProCare 7x24x4 Onsite provides 4-hour, expedited hardware replacement with an onsite technician 24 hours a day, 7 days a week!

Valuable additions that come with your ProCare plan?

- Priority access to technical support (see table on page 3 for specific SLAs).
- After-hours Emergency support, 7x24x365 (see table on page 3 for specific SLAs)
- Access to software releases and patches

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ProCare

Options	Technical Support SLA*	Automatic Configuration Back up**	Hardware Replacement SLA	Eligible for Discounted Remote Professional Service Vouchers (PSVs)	Common ProCare Features
Basic	4 hours				Access to Technical Support Monday-Friday 7 am until 7 pm Central time Emergency after hours support Access to software releases and patches
Next Business Day (NBD) Remote	1 hour	•	NBD	•	
7x24x4 Remote	30 minutes	•	4 hour	•	
NBD Onsite	1 hour	•	NBD with onsite technician	•	
7x24x4 Onsite	30 minutes	•	4 hour with onsite technician	•	
* Please note some legacy products do not receive access to technical support with the service plan. Please also note that the Atlas series product receives Best Effort SLA for all maintenance offerings.*					
Please note that the service plan contract holder must submit a ticket to ADTRAN ProServices in order to set up the automatic configuration back up.					

ProCare Benefits

“I cannot afford my business to have communications downtime”

- Multiple technical support response time SLA's offered to meet your needs including after business hours support.
- Hardware delivery to your door within four hours, or next business day.
- Options also for a smart-hands technician to swap out hardware and bring your network back online.
- Automatic configuration back-ups ensuring quick recovery during downtime.

Limited communications expertise

- ADTRAN ProCare can serve as an extension of your business's IT staff, and work with you to prevent downtime.

“My warranty is about to expire”

- Specific options designed to provide warranty-like feature extension (access to software and technical support) providing you peace of mind.
- You must place the order for ProCare prior to warranty expiration.
- Hardware replacement options are also available for most products as they approach warranty expiration.



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ADTRAN warranty duration and entitlements vary by product and geography. For specific warranty information, visit www.adtran.com/warranty

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