



	Network Care Starter			Network Care Renewal			Network Care w/o AOE	
Description	BASIC (Starter)	ENHANCED (Starter)	TOTAL (Starter)	BASIC (Renewal)	ENHANCED (Renewal)	TOTAL (Renewal)	ENCP w/o AOE	TNCP w/o AOE
<p><u>OUTAGE</u> All requests for Outage Support must be initiated via Telephone and clearly communicated that the issue is Outage related. Outage response targets are measured 7x24 for telephone response.</p> <hr/> <p><u>NON-OUTAGE</u> Non-outage response targets are measured for Telephone initiated service requests. Add 2 hours to response target for emailed or web-initiated service requests. Non-outage requests for service made after normal business hours will be placed in the priority queue for the following business day.</p>	<p>OUTAGE &lt;1 hrs 90%</p> <hr/> <p>Non-Outage &lt;6 hr 90%</p>	<p>OUTAGE &lt;1 hrs 90%</p> <hr/> <p>Non-Outage &lt;6 hr 90%</p>	<p>OUTAGE &lt;20 min 90%</p> <hr/> <p>Non-Outage &lt;4 hr 90%</p>	<p>OUTAGE &lt;1 hrs 90%</p> <hr/> <p>Non-Outage &lt;6 hr 90%</p>	<p>OUTAGE &lt;1 hrs 90%</p> <hr/> <p>Non-Outage &lt;6 hr 90%</p>	<p>OUTAGE &lt;20 min 90%</p> <hr/> <p>Non-Outage &lt;4 hr 90%</p>	<p>OUTAGE &lt;1 hrs 90%</p> <hr/> <p>Non-Outage &lt;6 hr 90%</p>	<p>OUTAGE &lt;20 min 90%</p> <hr/> <p>Non-Outage &lt;4 hr 90%</p>
Access to ADTRAN's Community Forum	✓	✓	✓	✓	✓	✓	✓	✓
<b>Training</b>								
*Training Vouchers (\$1000/each value) to be used at ADTRAN scheduled training events	One Voucher	Two Vouchers	Four Vouchers	One Voucher	Two Vouchers	Four Vouchers	Two Vouchers	Four Vouchers
Product Supported	All Legacy CN Products	All Legacy CN Products	Broadband & Optical for NBD Advanced Replacement	All Legacy CN Products	All Legacy CN Products	Broadband & Optical for NBD Advanced Replacement	All Legacy CN Products	All Legacy CN Products