

# NETWORK CARE

## PROTECTING YOUR INVESTMENT

You may be asking yourself if a maintenance plan is necessary. The answer is yes. A maintenance plan is an investment in your network. It provides peace of mind, knowing that any issues will be identified, addressed and rectified as quickly as possible. With an ADTRAN Network Care Plan, you receive extended benefits beyond the standard warranty including:



### PRIORITY SUPPORT

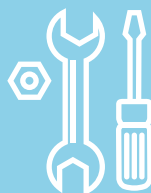
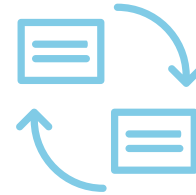
Quick access to product support when you need it.

- Remote priority technical support
- After-hours emergency support
- <20 minute average response time on critical network issues
- Critical issues are supported via telephone 24x7x365
- Non-critical issues are supported during working hours

### ADVANCED REPLACEMENT

Reduces unplanned support costs.

- Cost optimized to reduce inventory overhead
- Nationwide depot sparing
- No stocking fee applied



### SOFTWARE MAINTENANCE

Guarantees you have access to the latest software updates and feature enhancements.

- Software upgrade protection and software maintenance
- Advanced Operational Environment (AOE) support
- AOE licenses management and device discovery key generation
- Access to software patches and updates
- Access to software support

### TRAINING

Develop intercompany skills to quickly and efficiently rollout, install, manage, and maintain your network.

- Free online courses at [adtran.com](http://adtran.com)
- Instructor-led certification training and remote training
- Training vouchers included in certain network care plans
- Access to Community Forum – online, on-demand, detailed technical information from ADTRAN experts



Learn More: [www.adtran.com/services](http://www.adtran.com/services) or contact  
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# NETWORK CARE PLANS

Description	BNCP (Basic)	ENHANCED	TOTAL
Extended Warranty	✓	✓	✓
Free Repair. Customer Pays inbound. ADTRAN pays outbound via standard carrier.	✓	✓	N/A
Dead on Arrival - no charge	✓	✓	✓
Next Business Day Advanced Replacement	N/A	N/A	✓
<b>Software Maintenance</b>			
Access to Patches and Updates (Firmware/System/AOE/MCP)	✓	✓	✓
Access to Upgrades (Firmware/System/AOE/MCP)	N/A	N/A	N/A
AOE Linux Base Application Software and Documentation	✓	✓	✓
AOE Graphical User Interface Keys	✓	✓	✓
AOE Device Discovery Licenses (Cat I/Cat IV)	✓	✓	✓
Up to 5K access lines		10/10K	50/50K
5K - 10K access lines	5/50K	15/15K	75/75K
10K - 100K access lines		20/20K	100/100K
4 hours for AOE install/upgrade	✓	✓	✓
<b>Technical Support</b>			
<p><b>OUTAGE</b></p> <p>All requests for outage support must be initiated via telephone and clearly communicated that the issue is outage related.</p> <p>Outage response targets are measured 7x24 for telephone response.</p>	Outage <1 hrs 90%	Outage <1 hrs 90%	Outage <20 min 90%
<p><b>NON-OUTAGE</b></p> <p>Non-outage response targets are measured for telephone initiated service requests.</p> <p>Add two hours to response target for emailed or web-initiated service requests.</p> <p>Non-outage requests for service made after normal business hours will be placed in the priority queue for the following business day.</p>	Non-Outage <6 hr 90%	Non-Outage <6 hr 90%	Non-Outage <4 hr 90%
Access to ADTRAN's Community Forum	✓	✓	✓
<b>Training</b>			
Training Vouchers (\$1,000/each value) to be used at ADTRAN scheduled training events.	One Voucher	Two Vouchers	Four Vouchers



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