

TECHNICAL SUPPORT SERVICES

WE'RE ALWAYS HERE FOR YOU (UNLESS YOU WANT US THERE).

Maybe you need occasional advice. Maybe you need full-time help. Either way, our global technical support team is ready, willing, and able to protect your investment in the Infinera Intelligent Transport Network™ system.

Infinera Technical Assistance Center (TAC):

Fast, effective problem solving

The unfortunate reality is that on any network, things sometimes go wrong. The good news is that if you experience an incident with an Infinera network, you're immediately sent to a senior engineer with at least 10 years of experience. This senior engineer will oversee your case until it's resolved—and has the resources and authority to make sure it's resolved quickly. We recreate incidents in a simulation lab. We provide comprehensive online tracking of all incidents, from network faults to documentation issues. We also know that sometimes there's no substitute for a phone call. Either way, our Infinera TAC team provides all the support you'd expect from a carrier-class vendor.

Infinera On-site Technical Support (OTS):

Expert hands-on help

One of the advantages of the Infinera Intelligent Transport Network system is that it's easy to install, manage, and maintain. But if you'd like to have one of our network engineers on hand, you can, with this optional annual service contract. Our field engineers bring to the table years of experience in DWDM, SONET/SDH, Gig-E, and other networking technologies. They can quickly find and rectify incidents, and also perform audits to prevent them from arising in the first place. But the benefits go beyond troubleshooting. They're also able to handle many administrative duties, from capacity planning to inventory control. That way, our customers can focus on what they do best—like turning on services.



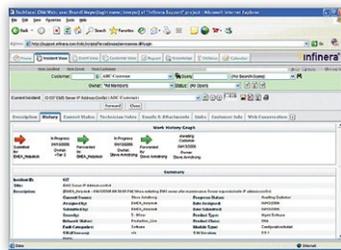
Infinera Technical Assistance Center (TAC) offers:

Comprehensive Case Management

Every incident case is assigned to a highly trained senior Infinera TAC engineer who is responsible for monitoring the case from start to finish. This ownership, coupled with well-defined escalation resources, and automated email notification of relevant technical and management staff, guarantees fail-proof handling of incident cases. You are also empowered to proactively manage your own incident cases. Simply log onto the Infinera Customer Web Portal to directly create, view, modify, and even escalate incident cases.

Rapid Simulation and Diagnostics

Infinera maintains a network simulation lab that supports live incident duplication and configuration troubleshooting. Through secure VPN access, Infinera can capture data directly from your network for diagnostic or monitoring purposes; you can also upload logs and other data files using our FTP server. You can just as quickly download a multitude of resources, including software tools, procedures, field service bulletins, and other technical alerts.



Full Back-office Data Support

Timely access to accurate information about our customers, their networks, and our products plays a critical role in providing the highest degree of quality and speed in support services. Infinera TAC maintains a full suite of information critical to rapid troubleshooting and service response, including accurate records of customer entitlements, network inventory, network topology, and installed product revisions.



Instant Online Access

All Infinera customers have access to our secure web portal and FTP server, enabling you to download software and technical documentation, upload system logs and other files to simplify troubleshooting, or even create and manage incident reports. You'll also find the latest information on Infinera products, training courses, and license expiration dates.

Infinera On-site Technical Support (OTS) offers:

Technical Field Support

Working under annual contracts, Infinera OTS provides hands-on technical support services, including troubleshooting and incident rectification, escalation management, and network capacity planning. We can also handle ongoing management of your Infinera Intelligent Transport Network system, from documentation to inventory control.

Preventative Maintenance

Providing for early detection of incidents and prevention of network element degradation, Infinera OTS preventative services include inspection and maintenance of all equipment, including alarms, filters, power supplies, cooling fans, cables, connectors, cards, and auxiliary equipment. We'll also create stock-taking lists for comparison against spares inventory lists.

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