

WARRANTY AND MAINTENANCE SERVICES

WE'RE NOT JUST BACKING UP PRODUCTS. WE'RE BACKING UP CUSTOMERS.

In a perfect world, nothing would ever go wrong. But this is the real world, and we're committed to giving you real help, from next-day hardware replacement to around-the-clock technical support.

Infinera Warranties

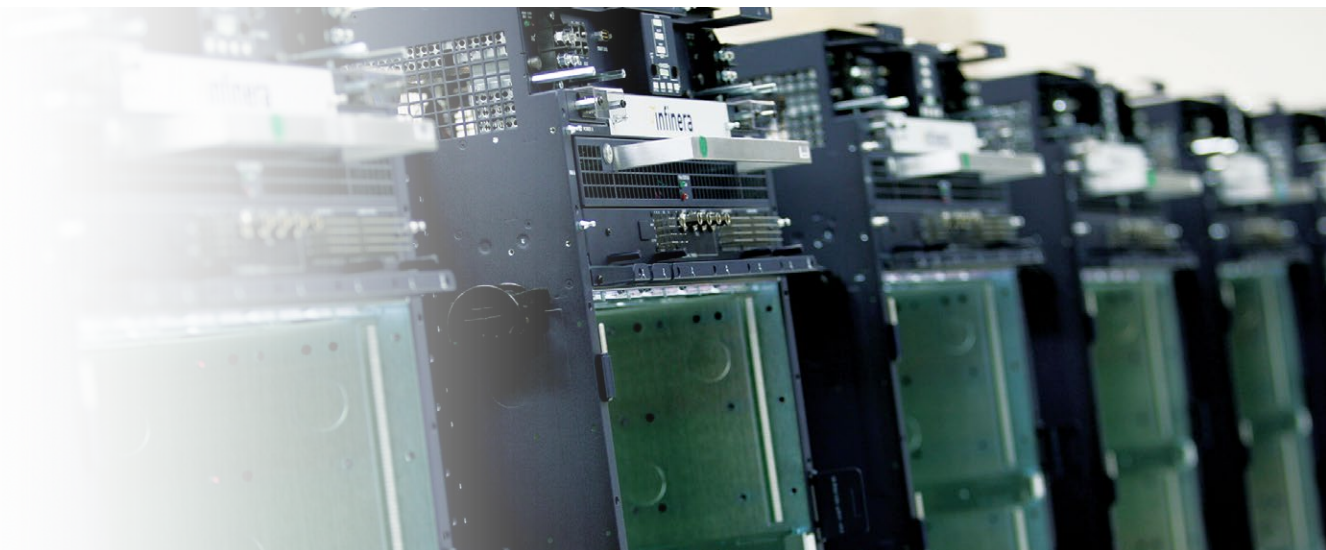
Protecting your networking investments

All Infinera Intelligent Transport Network™ hardware is backed by a two-year warranty, which includes prompt replacement and repairs of any defective hardware. We conduct a comprehensive failure analysis on returned modules, providing a detailed report pinpointing what went wrong and why. Infinera software comes with a standard warranty of 90 days, entitling you to all relevant maintenance releases. Plus we offer a variety of additional levels of coverage, such as next-day hardware replacements, software upgrades, and warranty extensions.

Infinera Support Services

Offering logistical and technical expertise

Your warranties also include 24/7 access to the Infinera Technical Assistance Center (TAC). If you experience an incident with your network, you're immediately connected to a senior engineer. The senior engineer will oversee your case until it's resolved—and has the resources and authority to make sure it's resolved quickly. We can even recreate incidents in our TAC simulation lab. We provide comprehensive online tracking of all incidents, from network problems to documentation issues. Local assistance at your facility is also available via the Infinera On-site Technical Support services.



Infinera Two-year Hardware Warranty

Returns and Replacement

We replace any module that is defective on arrival with Next Business Day Arrival. Failed modules are repaired or replaced in a targeted period of 30 days from receipt. The Infinera Hardware Warranty is renewable on a yearly basis.

Field Maintenance Services

Spares Management Services

In the event of a hardware failure, this service provides rapid on-site replacement of any failed modules. We offer two levels of service: 4 Hour On-Site Arrival and Next Business Day Arrival. Infinera provisions, manages and monitors your depot inventories, and ensures timely transport of modules to and from the depots.

First Line Maintenance Services

This service provides an on-site Technical Support Engineer (TSE) to remove a defective module and install its replacement, or to facilitate fault isolation that cannot be performed remotely. We offer two levels of service: 4 Hour On-Site Arrival and Next Business Day Arrival.

Dedicated Engineer Services

On-site Engineer Services

Sometimes, problems just can't be worked out over the phone or Internet. Infinera can dispatch field service engineers for hands-on troubleshooting, as well as to provide comprehensive ongoing program management and preventative maintenance services.

Dedicated Remote Engineer Services

This service provides the consistency of a single, designated technical support engineer assigned to address all maintenance, support, and network expansion activities related to your network. Your dedicated support engineer maintains intimate knowledge of your network and business, and serves as your primary contact and coordinator for resolution plans, reports, and activities.

Dedicated Network Operations

Engineer Services

Our highly qualified Technical Support Engineer is assigned to your Network Operating Center, for the dedicated purpose of assisting network operators in troubleshooting, operation and optimization of Infinera products.

Infinera Software Warranties

Infinera IQ® Network Operating System (NOS)

The Infinera IQ NOS is backed by a 90 day warranty, which includes 24/7 Infinera TAC support and software subscription privileges to maintenance releases.

Infinera Network Management Suite

Infinera Graphical Node Manager (GNM) and Infinera Digital Network Administrator (DNA) software are covered under a 90 day warranty, providing Infinera TAC support and software subscription privileges.

Additional Software Support

Infinera IQ NOS Bundle (Infinera DTN™ platform or OLA) and Infinera DNA Software Subscription

This option provides software subscription privileges to all enhancements and supported feature packs released during the subscription period. The subscription also includes the Infinera software warranty services with TAC support.

Software Upgrade License

Offered as an alternative to software subscription options, this upgrade provides a one-time upgrade of your Infinera IQ NOS or Infinera Management Suite to a new feature release. Newly upgraded software is protected by our standard software warranty.

All Infinera Software Warranties are renewable on a yearly basis.

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