

TRAINING SERVICES

COMPREHENSIVE TRAINING PROGRAMS DELIVERED JUST THE WAY YOU WANT THEM

Rapidly build your team's capabilities with expert technical training individualized to your requirements.

Whether your team is new to optical networks or has been using them for years, you can speed up implementation and get the most out of your network with Infinera Technical Training. Choose from our comprehensive suite of training courses to learn exactly what you need to know to capably deploy, operate, and optimize your Infinera network. Our expert trainers will quickly get your team up to speed on current best practices so you can maximize your network investment.

Customized Training That's Easily Accessible

Our highly rated, interactive training programs are led by experienced Infinera professionals and personalized to your team's needs. Delivered online, at your location, or in one of our training centers, classes are highly focused so you can efficiently acquire the expertise you need.

If you train at any of our Learning Center Labs in Sunnyvale, London, Espoo, Stockholm, Munich, or Hong Kong, your learning will be enhanced by extensive hands-on labs using the latest Infinera equipment. If you prefer that we send our trainers to you, you will receive on-site education that is personalized to your existing equipment and

facility. Fully customized live training sessions are also conveniently delivered via several popular online meeting platforms.

Your access to training courses is also enhanced with offerings in multiple languages. In-person training is offered in English, Spanish, German, Swedish, Russian, and other languages by request. Product field engineering e-learning and exams are offered in English and Spanish.

You'll benefit from flexibility and price protection in the way you purchase and use Infinera Technical Training. You purchase training credits up front for either e-learning or live training courses. You then have one year to use those credits to procure training as your team requires. Just contact our Technical Assistance Center to schedule it.

INFINERA TRAINING CUSTOMIZATION OPTIONS

| Location | Content | Language |
|--|--|--|
| <ul style="list-style-type: none"> • Infinera Learning Center Labs worldwide • Site of your choosing • Online | <ul style="list-style-type: none"> • 15 learning paths and multiple courses • Each course tailored to your needs | <ul style="list-style-type: none"> • Courses offered in 5+ languages • Exams in English or Spanish |

Managing Your Training Program

Want help tracking and making the most of your training process? You can track all aspects of your training experience via our online customer learning management system, available 24x7x365 through a compatible browser. You'll be able to assign and maintain customer and student records, as well as manage training paths, recommended curriculums, completion status, exams, certifications, feedback, and progress reports.

Learning Paths and Course Offerings

Whether you are an Infinera customer or channel partner, you will receive the comprehensive training required to effectively deploy, operate, and optimize all Infinera solutions in your network. We offer e-learning, classroom, and on-site training, with learning paths designed to support your entire team in successfully executing every aspect of your network.

INTRODUCTORY E-LEARNING CLASSES

FOUNDATIONAL LEARNING PATHS

- **Optical Basics:** Beginners receive an introduction to the key technologies and principles of dense wavelength-division multiplexing (DWDM), covering everything from fiber basics to current methods of maximizing optical bandwidth.
- **Site Visit Essentials:** Students learn recommended practices for installing and maintaining Infinera equipment.
- **Infinera Product Portfolio Basics:** Students receive overview training in Infinera's end-to-end product portfolio through a series of classes covering everything from turn-up and testing, theory of operations, and field commissioning to network administration and Instant Bandwidth licensing.
- **SDN Theory of Operations:** Introduces the technical aspects of Infinera's software-defined network (SDN) offerings.



ADVANCED INSTRUCTOR-LED TRAINING

DEPLOYMENT-RELATED LEARNING PATHS

- **Site Engineering:** Site engineers, who carry out site surveys and create work orders for field techs, are instructed in the installation and commissioning of network elements and the performance of software upgrades.
- **Field Engineering (Installation):** Field engineers receive hands-on training in installing, commissioning, configuring, and upgrading Infinera hardware and related software.
- **Deployment Engineering:** Deployment engineers are taught to commission and configure capacity, power levels, and thresholds, as well as perform diagnostics and troubleshooting.



OPERATION- AND OPTIMIZATION-RELATED LEARNING PATHS

- **Network Operations:** Network operations center (NOC) engineers are trained to monitor alarms and events as well as diagnose and troubleshoot issues.
- **Tier 3 Network Operations:** Tier 3 NOC engineers, who carry out high-level troubleshooting and are responsible for network and security administration, learn how to configure, provision, operate, maintain, troubleshoot, and upgrade Infinera hardware and software.
- **Provisioning:** Service delivery engineers learn how to provision all types of network services, perform basic diagnostics, and monitor performance.
- **First Line Maintenance (FLM) Engineering:** FLM engineers are trained to replace modules, retrieve logs, back up databases, and perform other activities with guidance from the network operations center.
- **Customer Tech Support:** Customer service engineers receive instruction in performing alarm and alert management, troubleshooting, and performing network diagnostic operations.
- **Network Planning and Design:** Network planners learn how to design optical networks to best manage network capacity.

INFINERA EXPERT CERTIFICATIONS

| Service and Support Certifications | | Pre-sales Certifications | |
|--|--------------------|--|---|
| Certification | Domain Expertise | Certification | Domain Expertise |
| Infinera Certified Field Technician | Field maintenance | Infinera Certified Product Specialist | Product knowledge for sales presentations |
| Infinera Certified Deployment Technician | Installation | Infinera Certified Solutions Architect | Solution design |
| Infinera Certified Trainer | Technical training | Infinera Certified Solutions Expert | Highest level of expertise |

Infinera Expert Certifications

Upon completion of Infinera training, you can validate your learning with certifications that demonstrate your Infinera product expertise. We offer designations for specialized expertise in pre-sales and ad-

vanced service and technical support. Certifications are generally valid for two years and may be renewed via online exam. Whether you operate your own network or support customer networks, you'll rest easier knowing your team is Infinera-certified.

ENSURE SUCCESS WITH INFINERA SERVICES

When you choose Infinera Services, you gain a level of expertise rooted in decades of successful deployments. You get the global scale and proven expertise you require, enhanced by the speed, personal service, and peace of mind you've always wanted.

It's called the Infinera Services Experience. And for you, it means:



Personalized Services



Rapid Resolution



Unrivaled Support



Accelerated Time To Revenue



Peace of Mind

Network owners and operators worldwide rely on Infinera Services to deploy, operate, and optimize their critical network infrastructure. Shouldn't you, too?

To learn more, contact your Infinera account representative or visit us at www.infinera.com/services.

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