

CONSULTATIVE AND MANAGED SERVICES

CONSULTATIVE AND MANAGED SERVICES. THE FASTEST PATH TO OPTIMAL PERFORMANCE.

Roll out services faster and execute flawlessly with expert advisory, planning, and managed services that extend your in-house capabilities.

Your success requires you to rapidly achieve and sustain optimal network performance wherever you operate. But if you're like most network owners, you run a lean staffing model that makes it challenging to successfully execute complex projects like merging networks or expanding operations to new locations without adding operating risk.

Whether you're deploying in a new market, integrating networks, or seeking to optimize your existing network, you can accelerate your results with Infinera as your strategic partner. Our unique, holistic approach leverages proven technical and business expertise to develop

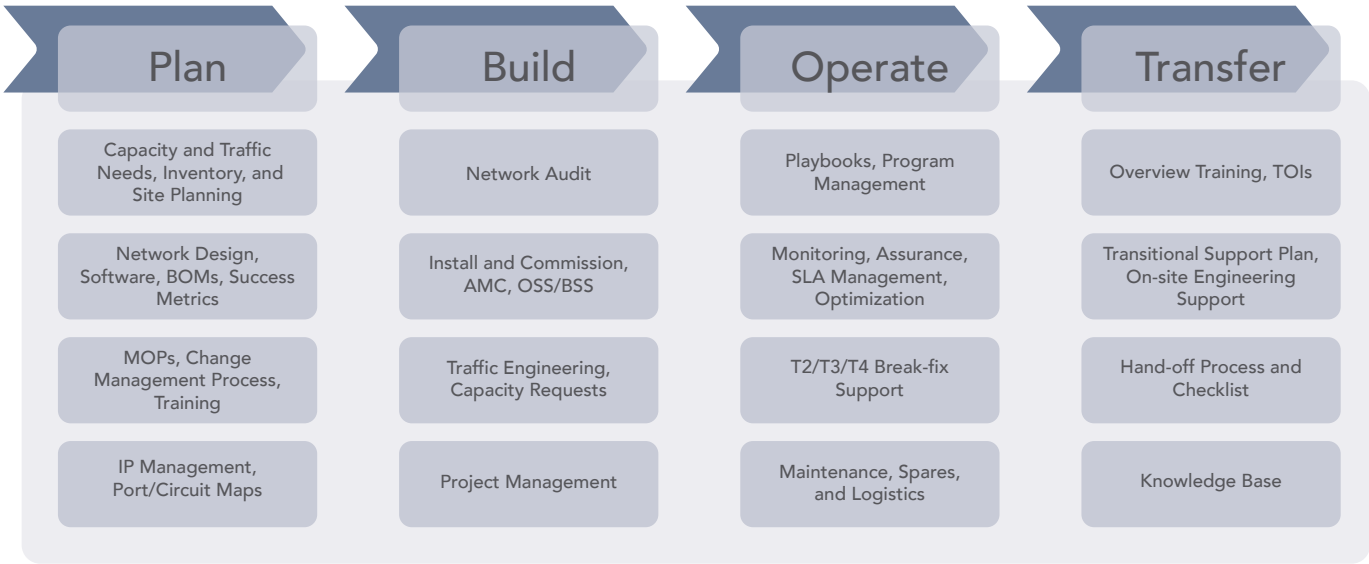
and execute a best-practice network architecture and operating plan that supports your strategic and performance goals. Best of all, you will get your critical project done quickly without compromising core operations.

Managed Services

You need to quickly develop reliable network operations in a new area or integrate networks. But scaling your operation too quickly could create critical operational risks and financial hiccups. When you need to tackle complex projects like these, Infinera Managed



SCOPE OF INFINERA MANAGED SERVICES



Services provide end-to-end support that helps you achieve rapid results without risking core performance. In Infinera, you will have an all-in strategic partner that helps you get to market and then turns over the wheel once you're ready.

Tell us your desired outcomes and we'll design, build, operate and maintain a network that gets you there. We'll begin by consulting with your team to understand your operational goals and develop a clear plan for achieving them. You will benefit from global best practices and a transport network engineered for optimal resiliency, software, features, and capacity.

You'll be partnered with a seasoned program manager who pulls together all the details and methodically drives your network build to completion. You can rely on us to carry out ongoing maintenance and capacity upgrades, as well as to formalize third-party interface requirements to ease integration with your existing network providers.

Once you've fully assembled and trained an in-region team, you can assume operating responsibilities or enlist our ongoing support. You'll receive training, documented operating practices, procedural methods, and tailor-made suggestions to successfully run things yourself. Infinera Managed Services offer:

- Accelerated time to revenue
- Reduced execution risk
- End-to-end services and support

Network Audit and Optimization Service

When you choose Infinera's Network Audit and Optimization Service, you gain a deep understanding of your current network performance and how to improve it across three key operations areas: resilience, availability, and capacity.

NETWORK AUDIT REPORTS INCLUDE:

Hardware	Quality and reliability
Optical link	Performance (optical signal-to-noise ratio [OSNR] value, automatic gain control [AGC] trending)
Circuit route analysis	Optimal routing and bandwidth utilization
Service protection analysis	Diversity requirements
Validation	Software/firmware versions
Engineering audit	Design capacity, auxiliary port [AUX] configurations, gateway network element [GNE]/subtending network element (SNE) ratios
Housekeeping	Network threshold configurations, maintenance states, alarms

An Infinera engineer will lead your audit and serves as your single point of contact. Your engineer will partner with your designated internal stakeholders to agree on methodology, desired outcomes, and deliverables. Supported by an experienced technical expert, you'll obtain important network knowledge from each of your Infinera network management servers.

Our thorough data collection and analysis culminates in a comprehensive audit report and prioritized list of recommended actions. Your engineer will deliver your report and recommendations in a consultative session designed to help you understand and improve performance by applying best practices for resilience, availability, and capacity. You will have a performance baseline against which you can analyze network trends. You'll gain a keen understanding of your network performance, and an actionable plan for improving it. Network Audit and Optimization Services provide:

- Comprehensive network performance analysis
- Prioritized recommendations to optimize network performance
- Suggested roadmap for implementing recommendations
- Optional implementation support

Network Advisory Service

Tackling any complex network project is a major challenge, particularly if you lack in-house planning capabilities. When you need to transform your network or resolve a difficult issue, Infinera's Network Advisory Service (NAS) can help. NAS provides you with expert consultative and tactical planning services to help you confidently and quickly plot the best course of action.

When paired with our Audit and Optimization Service, we start by collecting and analyzing data from your network to evaluate efficiency,

SOLUTIONS FOR COMPLEX NETWORK CHALLENGES

Transformation	Planning for transformational growth
<ul style="list-style-type: none">• Rethinking network architecture based on best practices• Planning for adoption of new technologies like 5G, mobile backhaul, and software-defined networks (SDN)	
Integration	Merging multiple networks and technologies
<ul style="list-style-type: none">• Integrating network assets and systems post merger or acquisition• Improving network efficiency and asset utilization	
Operations	Achieving performance goals
<ul style="list-style-type: none">• Resolving operational pain points• Defining operational and financial metrics to drive network planning and operations	

utilization, growth trends, and other metrics. Based on this analysis, our optical specialists then provide customized recommendations to increase your network operating efficiency, improve asset utilization, and reach performance goals. With a clear plan in hand, your team can execute the recommended actions—or you can enlist Infinera

Services to drive their rapid completion. Personalized to your needs, NAS benefits you with:

- Advisory and planning support for complex network projects
- A holistic approach that combines Infinera's engineering, business, and operational expertise
- Improved asset utilization and operational efficiency

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.