

MAINTENANCE SERVICES

GLOBAL FIELD MAINTAINENCE SUPPORT AND SPARES

Maximize network uptime with guaranteed rapid delivery of the expertise and equipment you need, wherever and whenever.

In an ideal world, nothing would break. In the real world, maintaining network uptime means having replacement modules and optical experts readily available just in case. By enlisting Infinera's global Spares Management and Field Maintenance Services, you'll have local response within hours, supported by Infinera depots and field staff worldwide.

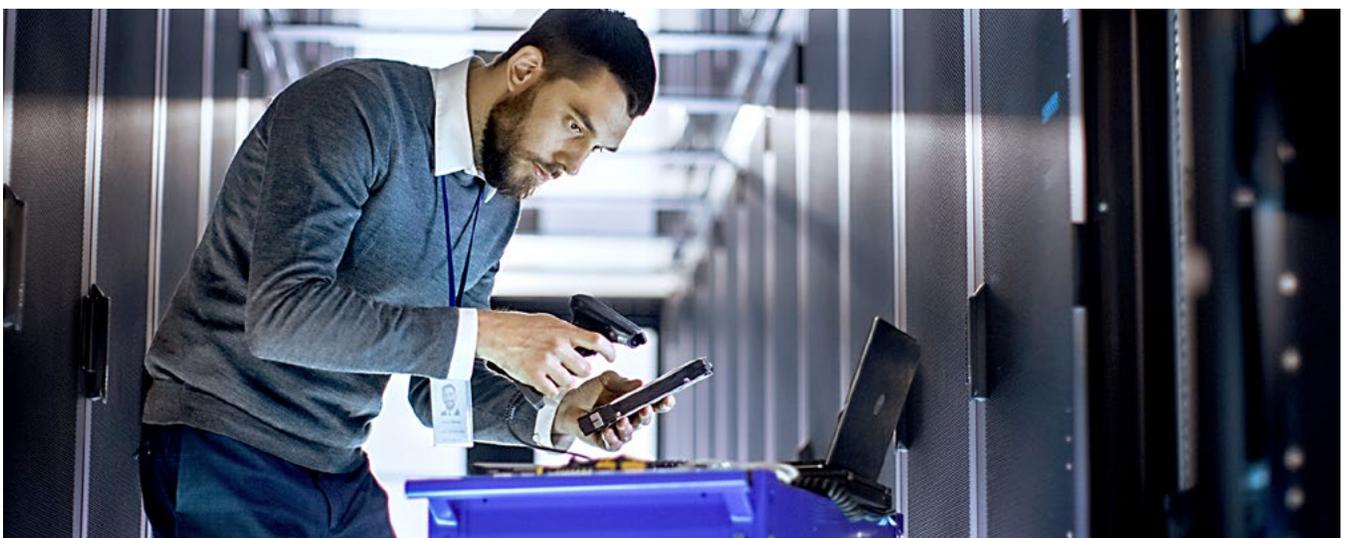
Spares Management Service

Having readily available replacement parts is crucial to delivering the performance your customers expect. But successfully running your own sparing program is complex, expensive, and unsustainable

without well-honed supply capabilities. That's why many network operators find that Infinera's Spares Management Service offers a far better experience and value proposition than self-sparing.

In the event of a hardware failure, you can rely on Infinera to provide rapid delivery of replacements for any failed modules to your required network location. We provision, manage, and monitor all depot inventories and ensure timely transport of modules to and from depots. With one call, you'll have replacement modules delivered wherever you need them.

Supported by our global network of strategic logistics partners, you'll have replacement modules dispatched and ready to assist with network restoration so you can easily meet your customers'





expectations. You can count on our logistics expertise for all your sparing needs, even if your network includes a mix of Infinera and non-Infinera equipment. With a proven track record for >95% on-time delivery, you will obtain the spares you need with greater speed, fewer complexities, and better economics than you could achieve on your own.

Don't just take our word for it—let us show you the value based on your specific needs. We will help you clearly understand the improved economics and world-class experience you'll receive. Infinera Spares Management Service:

- Protects network uptime with guaranteed rapid worldwide delivery of replacements
- Leverages Infinera's proven logistical capabilities and supply chain
- Saves as much as 50 percent compared with self-sparing

Field Maintenance Services

Infinera offers global field support for all customers, with coverage across six continents and the capability to scale as your network grows. Whether you rely on our field experts to extend your internal

team or to cover your full on-site maintenance needs, you will enjoy an exceptional level of service, commitment, and responsiveness.

You can rest easier knowing that you are backed by industry-leading rapid response and on-site resolution, plus full back-office support. Using convenient online tools, you can monitor the details and understand the big picture around network performance. You'll be able to easily track your service requests and stay informed with weekly reports and quarterly reviews of your operations and business. We offer two complementary field maintenance services: First Line Maintenance and Preventative Maintenance.

First Line Maintenance Service

When you enlist Infinera's First Line Maintenance (FLM) Service, you get rapid resolution of any hardware issue that needs on-site support. An annual subscription to FLM Service guarantees dispatch of a highly trained expert to any of your global facilities within an agreed-upon response time—typically, within a matter of hours. Once on site, our support engineer will work collaboratively to quickly replace a defective module or facilitate a fault isolation that cannot be performed remotely. FLM engineers can also complete new service turn-up and other on-site tasks required for timely restoration or resolution.



Pair FLM Service with our Spares Management Service for the ultimate in uptime support. You will have replacement modules delivered where and when you need them, along with a technical expert to ensure proper installation. With this comprehensive solution, you can ensure uninterrupted network service while staying focused on core business objectives. Infinera First Line Maintenance Service:

- Is available as an annual subscription service
- Guarantees rapid expert installation of replacement modules and removal of faulty modules
- Increases network uptime and operational efficiency
- Reduces in-house staffing needs

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.