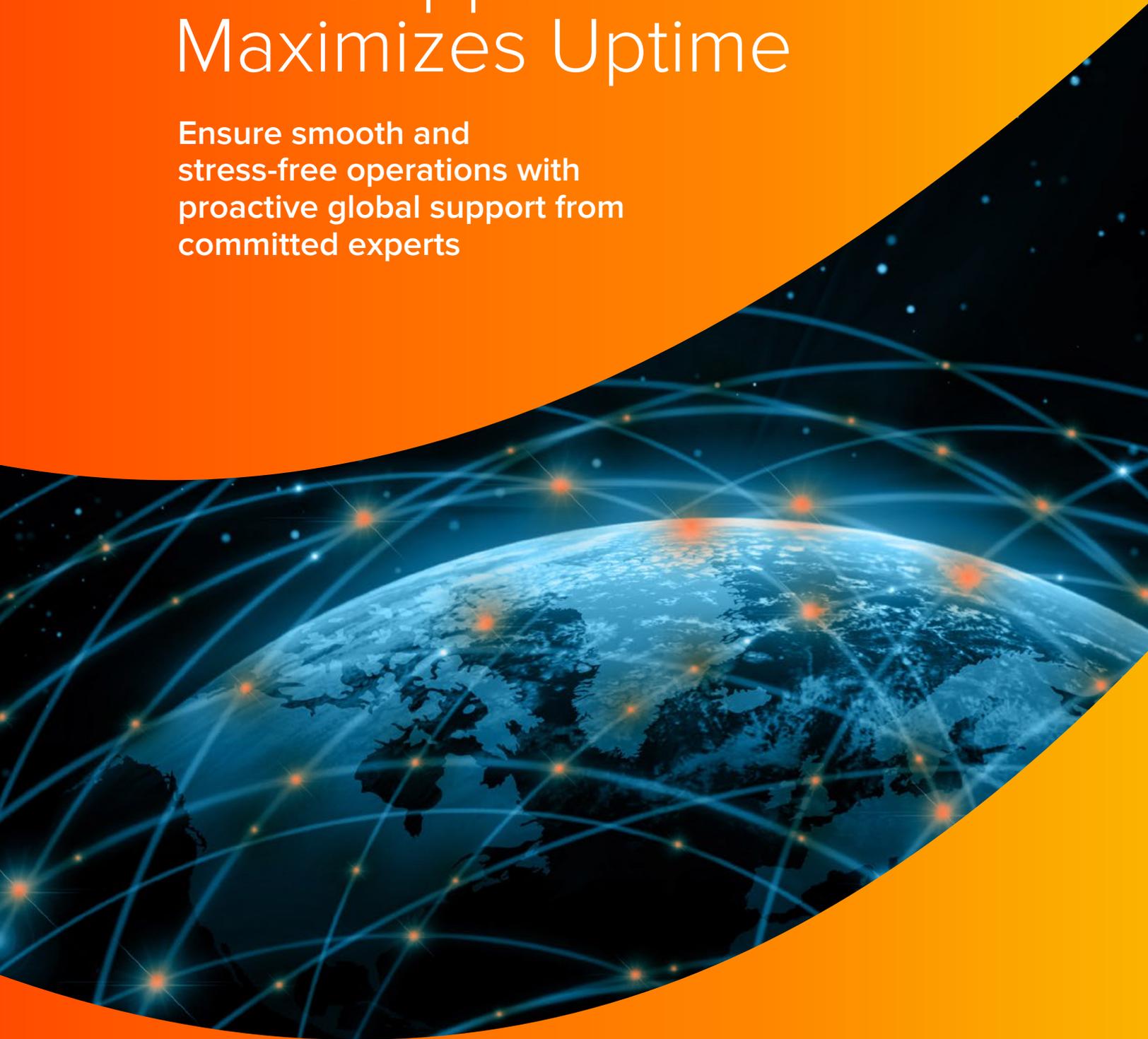


Operate Reliably with Support that Maximizes Uptime

Ensure smooth and
stress-free operations with
proactive global support from
committed experts



INFINERA OPERATE SERVICES

When your success is dependent upon your network, you expect it to operate reliably and resiliently. But hoping for the best simply isn't enough. You need an extended global team with expertise that you can depend on and rapid resolution should an issue arise. You'll find both in Infinera Services.

When you entrust Infinera Services to support your network operations, you can feel confident knowing your network is managed for maximum uptime. You'll benefit from our proactive and disciplined approach to managing, sparing, and maintaining your network. If a problem does arise, you can rely on Infinera's experts to rapidly resolve it—usually with a single call. You remain free to focus on your core business, knowing you have a trusted partner committed to your ongoing success.

“With Infinera we were in a safe pair of hands. The Infinera Experience was second to none—flexible, transparent, and approachable. The deployment was fully managed by Infinera from end to end; we just had to open the door! The equipment was turned up and tested within a day with preconfigured redundancy onsite. We experienced no issues with the services throughout the event. Infinera really did drive and deliver reliability for the live broadcast for this major event in Zurich.”

—Claus Beck, Director, Production, MySports

MAINTENANCE SERVICES

Maintaining network uptime means having replacement modules lined up and optical experts on call, just in case. Supported by Infinera depots and field staff worldwide, our global Maintenance Services ensure you receive the local response and parts you need on time, every time.

Maintenance Services

Industry-leading rapid response and on-site resolution, plus full back-office support covering both operations and logistics. First Line Maintenance Service ensures rapid on-site resolution of any hardware issue. Minimize corrective maintenance and staff requirements with Preventative Maintenance Service.

Spares Management Service

Guaranteed on-site delivery of replacement modules anywhere in the world within an agreed timeframe, usually in a few hours. Pair Spares Management and Maintenance services to enjoy the ultimate in uptime assurance.



NETWORK MANAGEMENT SERVICES

From proactive identification of critical issues to ongoing management of your day-to-day operations, you're covered by Infinera's Network Management Services. Our operations specialists deliver the expert support you need to sustain maximum network uptime and ultimate peace of mind.



Network Operations Center Service

Benefit from ultra-reliable network performance and personalized management of your network operations with proactive monitoring and automated backups, event troubleshooting and notification, corrective action, and root cause analysis and reporting.

Network Health Check Service

Fine-tune your network operations with a real-time snapshot of your network's health, proactive recommendations to improve performance, and detailed strategies for handling alarms.

Personalized Service Comes Standard

To sustain consistent network performance, you will be supported by a full suite of Infinera Services, encompassing Network Management, First Line Maintenance, Spares Management, Technical Support, Professional Services, and Training. Within these broad offerings, you can handpick just those services you need or opt for turnkey solutions. Your level of service is customizable to your

individual requirements, as are the seasoned Infinera specialists assigned to you. Infinera Services:

- Are comprehensive and customizable
- Offer a-la-carte and turnkey solutions
- Feature service and product experts matched to your needs

SUPPORT, WARRANTIES, AND SUBSCRIPTIONS

You can rest easy knowing your Infinera network equipment and software are warrantied, supported, and up to date. We don't just stand by our products, we stand with you when you need us, offering 24x7x365 global technical support.



Technical Assistance Center Support

Gain a single point of contact for expert troubleshooting, isolating, diagnosing, and resolving any and all operational issues. Global support is available around the clock.

Warranty Program

Receive automatic 90-day protection of your software, and protection of your hardware for up to two years, with extended warranties available for both types of products. Software warranties entitle you to all relevant maintenance releases and round-the-clock technical support.

Software Subscription

Enhance your software warranty with full access to all new features, enhancements, and maintenance releases, plus advanced technical support, advisory services, and an on-site operations review.

OPERATIONS CONSULTING

Operators responsible for today's fast-paced communications environments require access to the right resources and information to support expedient decision-making.



Resident Engineer

Infinera engineer working directly at your premises to assist with planning, operations, administration, and maintenance tasks.

Dashboard Reporting and Analytics

Customized reporting solutions that complement Infinera's Network Management System (NMS) solutions to provide easy access to the most crucial network health and performance indicators for your network.

We're Here When and Where You Need Us

Your critical network operations deserve a level of support that goes above and beyond. We take pride in going the extra mile to deliver service and spares to locations across the globe with ultra-fast responsiveness, measured in hours, not days. We can bring calm to stressful situations and, better yet, help you avoid them. Your assigned Infinera experts have an average of 10 years of op-

tical experience and apply best practices and proven processes to anticipate risks and obstacles before they occur. Working proactively on your behalf, they bring a level of discipline and commitment to your success that is likely to surprise and delight you. Infinera Services offer:

- Rapid global service and spares
- Disciplined, proactive service approach
- Uncommon dedication and commitment

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.