

The Global Scale and Expertise You Require. The Speed, Service, and Peace Of Mind You've Always Wanted.

From deployment through
optimization, your success is our
passion and personal
responsibility.



INFINERA SERVICES OVERVIEW

Your business success depends on the rapid deployment, seamless operation, and optimized performance of your critical network infrastructure. You expect reliable, responsive support for your network because your ability to rapidly address issues and seize growth opportunities is vital to your success. We get it. That's why our integrated service model is customizable to meet your unique requirements and specific business needs—not our idea of what those should be.

When you choose Infinera Services to support your network deployment, operation, and optimization, you're choosing world-class expertise, flexibility, and peace of mind. You select services personalized to your exact needs, timeframe, and budget, and we deliver them with an equally exacting level of experience, responsiveness, and commitment. It's just that simple.

Infinera Services provide comprehensive support for every stage of your network lifecycle.

Whether you need one-time or ongoing support, you'll gain full advantage of our global scale and unrivaled expertise obtained from more than 600 successful deployments. You can rest easier knowing your success is backed by the deep experience and

support of Infinera employees, partners, and locations worldwide. Our seasoned professionals apply technical excellence, proactive risk management, and best practices to everything we do, and stand ready to deliver rapid, local response.

Deploy with Speed and Agility

Choose Infinera Services to support your deployment and expansion, and you gain an exceptionally nimble and reliable partner.

We take your success to heart, doing what it takes to meet your aggressive timeframes and accelerate your time to revenue.

From turnkey installation to standalone projects, Infinera's committed and flexible experts have you covered. Our turnkey installation service handles your deployment from start to finish. Or you can choose any combination of modular services to support and extend your team's deployment capabilities.

No matter the size of your project, you're supported by an expert project manager (PM). Your PM is your single point of contact and personally accountable for your success. Your Infinera team includes experts with an average of 10 years of optical experience, and specialized training in site surveys and engineering

INFINERA SERVICES: SUPPORT FOR EVERY STAGE OF YOUR NETWORK LIFECYCLE

DEPLOY	OPERATE	OPTIMIZE	LEARN
Deployment Services Installation Pre-staging Software Installation and Configuration Testing and Validation Migration Decommissioning Fiber and Subsea	Network Management Services Network Operations Center Assisted Operations Services Network Health Check Maintenance Services Spares Management First Line Maintenance Technical Support	Consultative and Managed Services Managed Services Network Audit and Optimization Network Audit and Discovery Network Migration Design Services High-touch Engineering Services Software Consulting Software and Systems Integration	Global Training Resources, Comprehensive Curriculum E-learning Classroom Training Certification

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design, installation, and commissioning; safety and environmental assurance; logistics and materials; and even project budgeting and accounting. Infinera Services offer:

- Faster time to revenue and return on investment
- Proactive management of risks and obstacles
- Flexibility to create perfect-fit services

Operate for Maximum Uptime

When you entrust Infinera Services to support or manage your network operations, you'll benefit from our proactive and disciplined approach to anticipate risks and obstacles before they occur, thus maximizing uptime. Working on your behalf, our Infinera experts apply best practices and proven processes to minimize unexpected issues. We take pride in bringing calm to tense situations and, better yet, helping you avoid them entirely.

If a problem does arise, you can rely on Infinera's optical experts to rapidly resolve it—usually with a single call. We go the extra mile to deliver on-site service and spares to locations across the globe with ultra-fast responsiveness, measured in hours, not days. When you're supported by our worldwide network of Infinera depots and field staff, you can feel confident that you'll have the parts and service you need, when and where you need them. Infinera Services:

- Are comprehensive and customizable
- Offer rapid global service and spares
- Feature a disciplined, proactive service approach

Optimize to Accelerate Business Results

Infinera Services offer a comprehensive suite of services designed to help you optimize and transform your network. Our optimization services ensure you deliver the high performance you and your customers expect. You will develop a deep understanding of your network's current performance and a clear plan for enhancing it to meet changing and growing customer needs.

Whether you're seeking to enter a new market, integrate multiple networks or solve complex operational issues, you can rely on Infinera for the technical and business expertise you need. Our custom advisory, managed, professional, training, and support services help you quickly optimize your network, so you can maximize return on assets.

If you'd like to extend your capabilities, use Infinera's optical experts for detailed planning and execution of complex network transformation projects. When you complement your team's talents with Infinera's optical expertise, you create a winning combination. Infinera Services offer:

- Expert planning and execution of complex projects
- Maximized network and business performance
- Unwavering commitment to your success



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Learn the Skills You Need to Confidently Deploy and Operate Your Networks

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. Infinera Services offer:

- Customized training that's easily accessible
- Ability to manage your training program
- Multiple learning paths and comprehensive course offerings

We Raise the Bar So You Rest Easier

Choose Infinera Services to support your deployment, ongoing operation, optimization, and transformation, and you gain a knowledgeable partner that's unusually committed to your success. We apply our deep technical and business expertise to every project that we undertake. Our customers will tell you that we go above and beyond to solve your most complex network challenges. We don't stop until you get the results you need, because ensuring your success isn't just our job, it's our passion and our personal responsibility.

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.