

MAINTENANCE SERVICES

GLOBAL FIELD MAINTENANCE. JUST-IN-TIME 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.

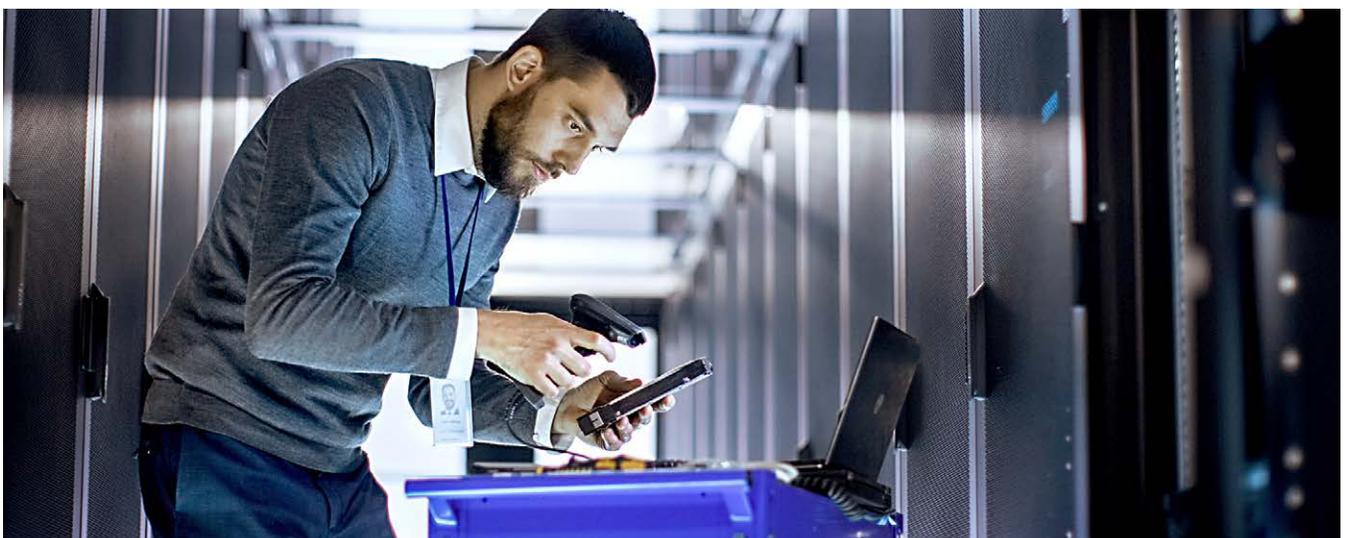
Spares Management Service

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, whether tomorrow or in just a few hours. We offer three levels of 24x7x365 service on an annual subscription basis:

- Four-hour On-site Arrival
- Next Business Day Arrival
- Next Business Day Shipment





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—whether that's one business day or 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.

You can choose from two levels of 24x7x365 FLM Service, available on an annual subscription basis:

- Four-hour On-site Arrival
- Next Business Day Arrival

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



Preventative Maintenance Service

They say an ounce of prevention is worth a pound of cure. When it comes to maintaining your critical network operations, an annual subscription to Infinera's Preventative Maintenance Service is one of the best investments you can make. Whether you choose a comprehensive turnkey maintenance program or opt for scheduled

maintenance support, you can rely on Infinera to keep your network running smoothly. Infinera Preventative Maintenance Service:

- Is available as an annual subscription service
- Provides turnkey maintenance or support for specific scheduled tasks
- Reduces the need for corrective maintenance
- Reduces in-house staffing needs

ENSURE SUCCESS WITH INFINERA SERVICES

When you choose Infinera Services, you gain a level of expertise rooted in more than 600 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.

Global Headquarters
140 Caspian Court
Sunnyvale, CA 94089
USA
Tel: 1 408 572 5200
Fax: 1 408 572 5454
www.infinera.com

Asia and Pacific Rim
Infinera Asia Limited
8th floor
Samsung Hub
3 Church Street
Singapore 049483
Tel: +65 6408 3320

Europe, Middle East,
Africa
Infinera Limited
125 Finsbury Pavement
London EC2A 1NQ,
United Kingdom
Tel: +44 207 065 1340

Customer Service and
Technical Support
North America
Tel: 877 INF 5288
Outside North America
Tel: 1 408 572 5288

For more information
Contact Us
infinera.com/contact-us

