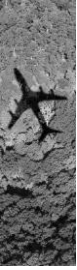


# Fixed Networks – Care Services

NOKIA



# Standard Software Services: Technical Support

# Technical Support Service

## Provides

- Product remote technical support for customer requests
- Severity & Release-sensitive defined respond, restore & resolve KPIs
- Delivery of product maintenance releases excluding the deployment of the maintenance release into the network

Technical Support provides for greater availability of the product  
Greater availability → greater up time for end users → more  
time to generate revenues

# Technical Support Services

## Deliverables

### WHAT TECHNICAL SUPPORT DOES:

- 24x7 call receipt
- Remote diagnostic support
  - Analyze, isolate and resolve network and product problems
  - Initiate integrated Repair/Advanced Replacement service, if problem requires a hardware remedy
  - Initiate integrated Field Maintenance service, if required
  - Document and track problems and solutions in assistance request database
- Performance metric reporting

### WHAT TECHNICAL SUPPORT DELIVERS:

- Access to a common problem/solution database
- Rapid Restoration of Service
- Complementary services:
  - SW Subscription Plan for access to SW Upgrades, Hardware Services, Field Maintenance, Express Restore Option when available for the product or product release
  - Excludes : RTUs for software release upgrades; assistance to install software patches, updates or Upgrades

# Technical Support Services

## Key performance indicators

### RESPOND

The length of time from when Customer first notifies the Welcome Center of a reported problem to when an Nokia expert attempts to contact the Customer via their preferred contact method



### RESTORE

The length of time from when the Welcome Center is contacted and an event is determined to be loss of service and/or functionality affecting to the time when Nokia provides the means to return a system to operational status

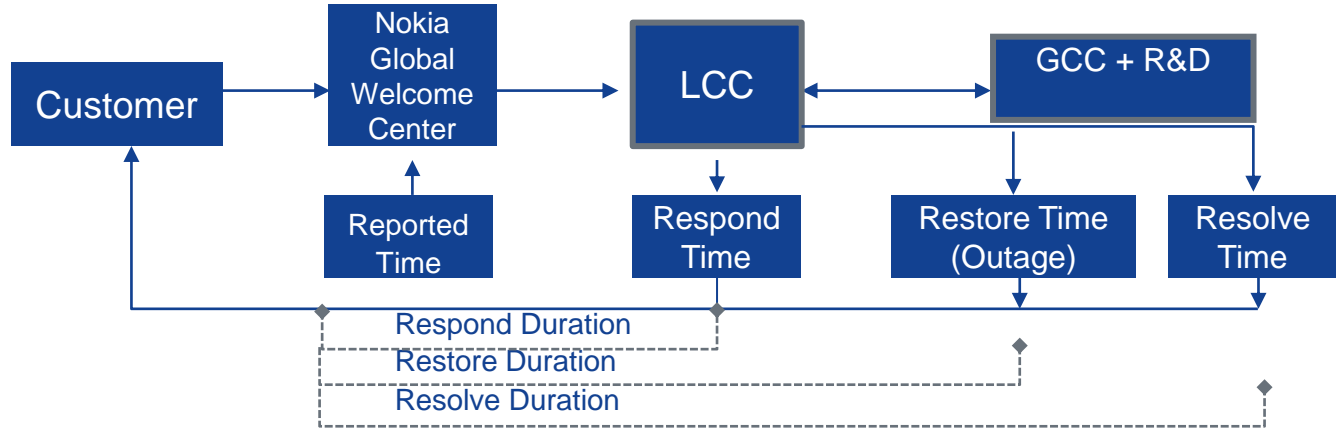
### RESOLVE

The length of time from when Customer first notifies the Welcome Center to the time when a solution to address the issue is made available to Customer. This may occur simultaneously with Restore Time, unless the Restore Time is by means of a workaround suitable for temporary use and a more suitable permanent solution can feasibly be provided aligned with the product's software life-cycle



# Technical Support Services

## KPI times and intervals



<b>Reported Time</b>	When customer's name is entered into the Assistance Request at the GWC	<b>Restore Time</b>	The time when an outage is restored Restore Duration - the duration between Restore Time and Reported Time, minus suspended time.
<b>Respond Time</b>	The time a knowledgeable engineer contacts the customer Respond Duration - the duration between the Respond Time and the Reported Time	<b>Resolve Time</b>	The time when a solution to address the issue is made available to Customer. Resolve Duration - the duration between the Resolve Time and the Reported Time

# Technical Support Services

## Standard service level agreements

Activity	Severity	Bronze	Silver	Gold
TS Support Window	Critical	BH	24/7	24/7
TS Support Window	Major	BH	24/7	24/7
TS Support Window	Minor	BH	24/7	24/7
Respond Time	Critical	4BH	1H	20M
Respond Time	Major	NBD	2H	1H
Respond Time	Minor	NT	NBD	4H
Restore Time	Critical	NT	12H	4H
Restore Time	Major	NT	2BD	12H
Restore Time	Minor	N/A	N/A	N/A
Resolve Time (Support)	Critical	NT	90CD	45CD
Resolve Time (Support)	Major	NT	180CD	90CD
Resolve Time (Support)	Minor	NT	NT	NT
Resolve Time (Defect)	Critical	NT	90CD	45CD
Resolve Time (Defect)	Major	NT	180CD	90CD
Resolve Time (Defect)	Minor	NT	NT	NT
Target Achievement	Critical	92%	92%	92%
Target Achievement	Major	92%	92%	92%
Target Achievement	Minor	92%	92%	92%

BH = Business Hours    CD= Calendar Days    NT= No Target  
M= Minutes    NBD = Next Business Day

SLA for General Availability Releases

# Technical Support Services

## Supporting customers

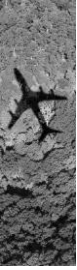
- Keeping customers' networks ready to deploy the most advance solutions
- Allowing customers to focus on providing service to end users instead of monitoring network stability
- Reducing, Preventing, Minimizing Service Interruptions & Inconveniences
- Enhancing the value of Nokia solutions for customers
- Securing product expertise to increase ROI & bring focus to the next initiative



## Fixed Networks – Care Services – Product Attached Global Care Centers



**Nokia's current support for Frontier is provided from both the US and Mexico as in diagram. Frontier's current support agreement can be renegotiated to be US-based only at an additional fee if Frontier so desires.**



# Hardware Services



# HARDWARE SERVICES

## Provides

- The extensive logistics infrastructure that delivers the repair and rapid parts availability that customers demand
- Gets the right part to the right place at the right time.

Repair & Advanced Replacement provides for greater availability of the product  
greater availability → maximum up time for end users  
more efficient use of funds → savings deployed for higher ROI projects

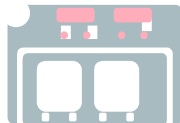


# HARDWARE SERVICES

## Deliverables

### What Repair & Advanced Replacement Provides:

- Spares requirements assessment — mix, location and quantity, compatibility
- Inventory provisioning
- Parts planning and repair and return pipeline management
- Order demand management — 24x7x365 same-day/4-hour delivery
- Next-day delivery (available for all orders received on time)



### What Repair & Advanced Replacement DELIVERS:

- Highly reliable replenishment of spares in relation with Field Maintenance support
- Ownership and management of spares, throughout a stocking network, required to meet service needs and to enable a service provider to focus on operations
- Forward and reverse repair logistics processes for repair



## HWS Cares Services Offer Portfolio

HWS

AR

RFR

SPM

Asset Recovery

Return for Repair

Spare Part Management

- Network Asset Management
- Certified Recycling
- Certified Refurbishment & Upgrade

- Repair or Replacement in days
- Identical Repair
- Life Extender

- Advanced exchange in days
- Advanced exchange in hours
- Life Extender

CSP value / Nokia responsibility

Product Sales **FN**

HWS CARE Services **FN**

NOKIA

# Hardware Warranty versus RES Maintenance

## Hardware warranty

- Period will be one (1) year (unless otherwise noted)
- Return to factory repair/replacement
- No committed repair interval
- No Fault Found (NFF) conditions are billable
- Included in the product price

## RES maintenance

- Flexible coverage terms (1-5 years)
- Repair or Advanced Exchange support
- Committed Service Level Availability Intervals (SLA)
- NFF conditions are included in subscription fee
- Fee-based service

**Key Point: RES Maintenance enhances basic product warranty**

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