To: TD SYNNEX CORPORATION

Quote created for:

Reference Number

Valid Through: 2023-12-31
Quote Currency: USD

Quote Name: City of Superior Wisconsin Deal Reg

Salescart Number:

Salesforce Opportunity:

QuotePlus Quote ID 3818137

ciena

Ciena 7035 Ridge Road Hanover, MD 21076

Project			
City of Superior Wisconsin Deal			
Version	Date:		
v1	2023-10-03		
Ciena Product	-	Ext Price	Ext Price
3801		1,741,500.00	1,741,500.00
3802		192,000.00	192,000.00
5164		596,182.60	596,182.60
8110		80,922.58	80,922.58
MCP		83,075.71	83,075.71
SD EDGE OPS MANAGER		6,000.00	6,000.00
SD EDGE VBNG		152,585.00	152,585.00
Product Subtotal:		2,852,265.89	2,852,265.89

Ciena Professional Services	Ext Price	Ext Price
DESIGN AUDIT & OPER SVC POC	25,039.09	25,039.09
MAINTAIN SERVICES	188,085.00	188,085.00
Services Subtotal:	213,124.09	213,124.09

Project Total Net:	3,065,389.98



TD SYNNEX CORPORATION

Valid Through: 2023-12-31 Quote Currency: USD

Quote Name: City of Superior Wisconsin Deal Reg

Salescart Number:

QuotePlus Quote ID 3818137

Ciena 7035 Ridge Road

Hanover, MD 21076

Important Information for Purchase Order

Please be sure to reference the Ciena quote numbers from this quote on the Purchase order before submitting to Ciena. The quote numbers can be found in the cells with orange text.

Project	Version	Date:	
City of Superior Wisconsin Deal Reg	v1	2023-10-03	
	Ext Price	Ext Price	Ciena Quote #
Products			
vBNG	241,660.71	241,660.71	
Core	75,844.78	75,844.78	
CPE	1,933,500.00	1,933,500.00	
Access Hub 1	195,992.68	195,992.68	
Access Hub 2	195,992.68	195,992.68	
Access Hub 3	195,992.68	195,992.68	
Spares	13,282.36	13,282.36	
Product Total	2,852,265.89	2,852,265.89	
Services			
DESIGN AUDIT & OPER SVC POC Network	25,039.09	25,039.09	
MAINTAIN SERVICES Network	188,085.00	188,085.00	
Services Total	213,124.09	213,124.09	
Project NET Total USD:	3,065,389.98	3,065,389.98	

TD SYNNEX CORPORATION AMER City of Superior Wisconsin Deal Reg

Customer: Region: Quote Name: Reference Number: Salescart Number: QuotePlus Quote ID: Version: Prepared by: Date: Valid Through: 3818137 v1 Aaron Lundblade 2023-10-03 2023-12-31 ciena

Important Information for Purchase Order
Please be sure to reference the Ciena quote numbers from this quote on the Purchase order before submitting to Ciena. The quote numbers can be found in the cells with bold orange text.

Extended Total 3,065,389.98	USD																				
Product Family	Item	Typical Maxi		Discount		Network Site	vBNG		Core		CPE	Access H		Access Hub		Access Hub 3		Spares		Total Cus	
escription	Code	Power P	ower Price	%	Unit Price	Qty Ext Price	Qty	Ext Price	Qty	Ext Price	Qty Ext Pric	e Qty	Ext Price	Qty	Ext Price	Qty I	Ext Price	Qty	Ext Price	Qty	Ext P
801 fore												+					_				
TO KIT,3801,ONU,(1)XGS-PON SC/APC CONN,(1)10/100/1000/2500M RJ45, INCL. EXT NA AC PSU,PKG OF	1(K70-3801-900	100	120 2,290.00	43.67	1,290.00						1350 1,741,500.0	0								1350	1,741,5
ubtotal NET Price - 3801											1,741,500.0	0									1,741,5
802												_									
tore TO KIT,3802,ONU,(1)XGS-PON SC/APC CONN,(1)1/2.5/5/10G RI45,INCLUDES EXT NA AC PSU,PKG OF 10	K20 3803 000	100	120 2,640.00	51.52	1.280.00						150 192,000.0									150	192,0
Subtotal NET Price - 3802	K70*3802*900	100	2,040.00	31.32	1,200.00						192,000.0									130	192,0
5164																					132,0
Core																					
5164,(32)25/10/1G SFP28, (4)200/100G QSFP-DD, EXT. TEMP,DUAL DC POWER	170-5164-902	150	290 10,862.88	50.00	5,431.44							5	27,157.20	5	27,157.20	5 27	7,157.20	1	5,431.44	16	86,90
Software Licenses																					
PTO KIT, SOFTWARE LICENSE, PER (1) OLT SFP+, (128) ONU, KIT 1	K70-PONL-902		199.00	55.28 50.00	89.00							157	13,973.00		13,973.00 6.678.00		3,973.00 6.678.00			471	41,9
SAOS 200G SOFTWARE LICENSE FOR 5164, PERPETUAL SAOS BASE OS, ETHERNET & OAM, FLEXE, 100G SOFTWARE LICENSE FOR 5164, PERPETUAL	S75-LIC-5164200G-P S75-LIC-5164EO-P		2,671.20 6,767.04	50.00	1,335.60 3,383.52							5	16,917.60	5	16,917.60		6,917.60			15 15	20,0 50,7
SAOS ROUTING AND MPLS SOFTWARE LICENSE FOR 5164, PERPETUAL	S75-LIC-5164MPLS-P		5.104.96	50.00	2,552.48							5	12,762.40	5	12,762.40	5 12	2,762.40			15	38.2
SAOS SECURITY SOFTWARE LICENSE FOR 5164, PERPETUAL	S75-LIC-5164SEC-P		296.80	50.00	148.40							5	742.00	5	742.00	5	742.00			15	2,2
QSFP56																					
200G,SM,QSFP56,10KM,1310NM	XCVR-Q10P01	6	7 20,063.68	88.04	2,400.00							2	4,800.00	2	4,800.00	2 4	4,800.00	1	2,400.00	7	16,80
QSFP28																					
103.1G-112.28G, 10M, QSFP28-QSFP28 AOC	160-9460-010	4	4.2 1,492.48	75.00	373.12							4	1,492.48	4	1,492.48	4 :	1,492.48	1	373.12	13	4,85
SFP+																					
10G PON UOLT SFP+, N2 CLASS, EXTENDED TEMP CHECK HOST SPECS FOR RANGE	XCVR-SGPL02	2.5	3.3 1,699.00	58.21	710.00							157	111,470.00		11,470.00		1,470.00			471	334,41
Subtotal NET Price - 5164													195,992.68	1	95,992.68	195	5,992.68		8,204.56		596,18
B110 Core																					
CORE 8110/8114 DC PHIGGARIF POWER SHPPHY 48V	170-0336-900	91	130 1 662 08	63.95	599.20				4	2,396.80								1	599.20	5	2 99
8110/8114,DC PLUGGABLE POWER SUPPLY 48V 8110,(22)100G QSFP28,(4)25G/10G/1G SFP28,(2)SLOTS 800G MOD,EXT. TEMP,(2)SLOTS AC OR DC PLUG P		204	446 38,762.08	66.43	13,011.04		l			5,022.08		1		1		1			355.20	2	26,02
2ables (Core)		204	30,702.08	00.45	15,011.04				- 21	.,										-	20,02
EIAS61 RI45F TO USB-C CONSOLE ADAPTER, 6 IN	170-0366-900		65.30	62.89	24.23				2	48.46										2	4
Software Licenses																					
SAOS BASE OS, ETHERNET & OAM SOFTWARE LICENSE FOR 8110, PERPETUAL	S75-LIC-8110EO-P		24,146.46	72.19 73.81	6,714.40					3,428.80										2	13,42
SAOS ROUTING/MPLS SOFTWARE LICENSE FOR 8110, PERPETUAL SAOS SECURITY SOFTWARE LICENSE FOR 8110, PERPETUAL	S75-LIC-8110MPLS-P S75-LIC-8110SEC-P		18,216.40	73.81 66.04	4,770.08				2 9	9,540.16 201.60		1								2	9,54 20
radis Security Software License for 8110, Perpetual	575-LIC-81105EC-P		296.80	00.04	100.80				2	201.60										2	20
3110/8114, MODULE, (2)400G QSFP-DD	170-0339-900	18	25 4,392.64	62.29	1,656.48				4 (5,625.92								1	1,656.48	5	8,28
SFP+					2,000.10					,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,									2,000		
10 GIG,SM SFP+,LC CONNECTOR,10 KM,1310NM,EXTENDED TEMPERATURE	XCVR-S10V31	1	1 1,893.58	97.41	49.00				4	196.00								1	49.00	5	24
QSFP28																					
103.1G-112.28G, 10M, QSFP28-QSFP28 AOC	160-9460-010	4	4.2 1,492.48	75.00	373.12				8	2,984.96								1	373.12	9	3,351
200G SM OSEPS6 10KM 1310NM	XCVR-010P01	6	7 20 063 68	88.04	2,400.00				6 1	1 400 00								1	2 400 00	7	16.800
Subtotal NET Price - 8110	ACTI QIOI OI		7 20,003.08	00.04	2,400.00					5,844.78		1						-	5,077.80		80,922
MCP																					
Base RTUs																					
MCP BASE SW PERPETUAL SCALE VIRTUAL RTU Subtotal NET Price - MCP	S16-RTU-MCPBA		1.00		83,075.71		1	83,075.71 83,075.71				+		_						1	83,07
SD EDGE OPS MANAGER								83,075.71													83,07
Platform												_					_				
OPS MANAGER PLATFORM (DOUBLE QTY FOR REDUNDANCY)	700-2301		3,333.33	64.00	1,200.00		1	1,200.00												1	1,20
vBNG instances																					
OPS MANAGER - 2X ACTIVE VBNG INSTANCES	700-2302		13,333.33	64.00	4,800.00		1	4,800.00				+					\rightarrow			1	4,80
Subtotal NET Price - SD EDGE OPS MANAGER SD EDGE VBNG								6,000.00													6,000
Control Plane Software																					
VBNG ENHANCED CONTROL PLANE SOFTWARE	700-1311-E		13,333.33	40.00	8,000.00		2	16,000.00												2	16,00
User Plane Software					.,																
VBNG ENHANCED USER PLANE SOFTWARE, PER GBPS (40G TO 99G)	700-1307-E		179.17	40.00	107.50		160	17,200.00												160	17,20
Subscribers - Control Plane /BNG CONTROL PLANE SUBSCRIBERS POOLED, PER SUB (5K TO 9,999)	700-2442-POOL		2.84	40.14	1 70		9750	16,575.00												9750	16,57
Subscribers - User Plane	700 1442-FUUL		2.84	40.14	1.70		9/30	10,373.00												3/30	10,57
VBNG USER PLANE SUBSCRIBERS POOLED, PER SUB (5K TO 9,999)	700-2452-POOL		5.27	40.04	3.16		9750	30,810.00												9750	30.81
CGNAT licenses																					
VBNG ENHANCED CGNAT SOFTWARE, PER GBPS (40G TO 99G) Subtotal NET Price - SD EDGE VRNG	700-2437-E		1,125.00	20.00	900.00		80	72,000.00 152,585.00				1								80	72,00
Subtotal NET Price - SD EDGE VBNG Total NET Price - Ciena Product								152,585.00 241.660.71	71	5,844.78	1,933,500.0	0	195,992.68		95,992.68	101	5,992.68		13,282.36		152,585
								141,000.71	,	.,	1,555,500.0	-	233,332.00		,	15.	.,		_3,202.30		2,032,263
DESIGN AUDIT & OPER SVC POC																					
MCP NMS INSTALL WITH REMOTE DELIVERY - 3 VM HA GR CLUSTER	80P-NMS0-MCP-VHR		25,372.16	27.25	18,458.25	1 18,458.25														1	18,451
MCP 3 DAY ONBOARDING WITH REMOTE DELIVERY	80P-NMS3-MCP		9,045.83	27.25	6,580.84	1 6,580.84						1								1	6,58
ubtotal NET Price - DESIGN AUDIT & OPER SVC POC MAINTAIN SERVICES						25,039.09															25.03
GLOBAL 3801 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-3801-NBS				29,258.00	1 29,258.00														1	29,29
GLOBAL 3801 COMPREHENSIVE SUPPORT 1 YEAR	80M-3801-SSP-COM				59,542.00	1 59,542.00	l				I	1		1		1				1	59,54
GLOBAL 3802 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-3802-NBS				3,226.00	1 3,226.00	l					1		1		1				1	3,2
GLOBAL 3802 COMPREHENSIVE SUPPORT 1 YEAR	80M-3802-SSP-COM				6,565.00	1 6,565.00	l					1		1		1				1	6,5
SLOBAL 5164 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-5164-NBS				10,016.00	1 10,016.00 1 20,384.00	l				I	1		1		1				1	10,0
ILOBAL 5164 COMPREHENSIVE SUPPORT 1 YEAR ILOBAL 8110 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-5164-SSP-COM 80M-8110-NRS				20,384.00	1 1,360.00	l				I	1		1		1				1	20,3
SLOBAL 8110 COMPREHENSIVE SUPPORT 1 YEAR	80M-8110-SSP-COM				2,767.00	1 2,767.00	l					1		1		1				1	2,7
ACP BASE SW, COMPREHENSIVE SUPPORT 1 YEAR	80M-MCPBA-COM				28,800.00	1 28,800.00	l				I	1		1		1				1	28,8
IENA OPERATIONS MANAGER - COMPREHENSIVE SUPPORT 1 YEAR	80M-OM-COM				990.00	1 990.00	l					1		1		1				1	99
CIENA VIRTUAL BROADBAND NETWORK GATEWAY - COMPREHENSIVE SUPPORT 1 YEAR	80M-VBNG-COM				25,177.00	1 25,177.00						1		-			\rightarrow			1	25,17
Subtotal NET Price - MAINTAIN SERVICES						188,085.00						_									188,08
otal NET Price - Ciena Services						213,124.09															213,1

Total extended Fine	213,124.0	2	241,000.71	73,044	.70	1,933,300.00	155,552.00	153,552.00	193,932.00	15,202.30	3,003,303.30
Total Typical Power					916	150000	1170.5	1170.5	1170.5	280	
Total Maximum Power				159	1.6	180000	1998.9	1998.9	1998.9	468.4	
				_							

Terms and Conditions Notice
Unless the parties have a signed agreement for the purchase of hardware, software and/or services, your purchase of the hardware, software and/or services detailed on the applicable quote are subject to Clenu's standard terms and conditions, which are available for review at the link below. Terms and Conditions

Terms

Customer TD SYNNEX CORPORATION

Region AMER

Quote City of Superior Wisconsin Deal Reg

Salescart Number : QuotePlus Quote ID :

QuotePlus Quote ID: 3818137

Reference Number

Version v1

 Prepared by
 Aaron Lundblade

 Date
 2023-10-03

 Valid Through
 2023-12-31



Per Site Emissions Summary

Site Name	vBNG	Core	CPE	Access Hub 1	Access Hub 2	Access Hub 3	Spares
Country	United States						
Typical Power Consumption (W)		916.0	150,000.0	1,170.5	1,170.5	1,170.5	280.0
Annual Typical Power Consumption (kWh / yr)		8,030	1,314,900	10,261	10,261	10,261	2,454
Carbon Emissions (kg CO2e)		3,392	555,403	4,334	4,334	4,334	1,037
Carbon Emissions (MT, Metric Ton)		3.392	555.403	4.334	4.334	4.334	1.037

Per Country Emissions Summary

Country	United States
Typical Power Consumption (W)	154,707.5
Annual Typical Power Consumption (kWh / yr)	1,356,166
Carbon Emissions (kg CO2e)	572,833
Carbon Emissions (MT, Metric Ton)	572.833

Per Network Emissions Summary

Typical Power Consumption (W)	154,707.5
Annual Typical Power Consumption (kWh / yr)	1,356,166
Carbon Emissions (kg CO2e)	572,833
Carbon Emissions (MT, Metric Ton)	572.833

Legal Notice

Annual power consumption (kWh) is calculated by multiplying the Typical Power by annual runtime hours, assuming the equipment runs 24hrs/day for 365.25 days.

Typical Power values reflect average power consumption for a network configuration; please note that some network configurations will consume more power and reflect higher emissions than what is stated in the report.

Location-based or residual mix emission factors are assigned on a per-country basis wherever available. If not available, regional emission factors have been calculated and assigned.

Sources include: Climate Transparency 2022 & 2020; AlB 2021; eGrid 2020; DEFRA 2021; EIA 2020; Canada's National Inventory 2021; Hong Kong Electric Company 2020; Singapore EMA 2020; Thailand EPPO 2020; Dubai Electricity & Water Authority 2020; New Zealand 2020 National Inventory.

Customer TD SYNNEX CORPORATION

Region AMER

Quote City of Superior Wisconsin Deal Reg

Reference Number

Version v1

Prepared by Aaron Lundblade
Date 2023-10-03
Valid Through 2023-12-31



Any changes to this quote requires a new quote to be generated.

Please do not make any adds or deletes without consulting your account team.

Logical years will align to the service start date per equipment.

Extended Total	213,124.09	USD

Product Family	Item	Service Duration	Service Duration	Service Warranty	Year 1	Total Customer
Description	Code	Years	Months	Included Months		Ext Price
DESIGN AUDIT & OPER SVC POC						
MCP NMS INSTALL WITH REMOTE DELIVERY - 3 VM HA GR CLUSTER	80P-NMS0-MCP-VHR				18,458.25	18,458.25
MCP 3 DAY ONBOARDING WITH REMOTE DELIVERY	80P-NMS3-MCP				6,580.84	6,580.84
MAINTAIN SERVICES						
GLOBAL 3801 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-3801-NBS	1	0		29,258.00	29,258.00
GLOBAL 3801 COMPREHENSIVE SUPPORT 1 YEAR	80M-3801-SSP-COM	1	0		59,542.00	59,542.00
GLOBAL 3802 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-3802-NBS	1	0		3,226.00	3,226.00
GLOBAL 3802 COMPREHENSIVE SUPPORT 1 YEAR	80M-3802-SSP-COM	1	0		6,565.00	6,565.00
GLOBAL 5164 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-5164-NBS	1	0		10,016.00	10,016.00
GLOBAL 5164 COMPREHENSIVE SUPPORT 1 YEAR	80M-5164-SSP-COM	1	0		20,384.00	20,384.00
GLOBAL 8110 NEXT BUSINESS DAY SHIP MANAGED SPARES 1 YEAR	80M-8110-NBS	1	0		1,360.00	1,360.00
GLOBAL 8110 COMPREHENSIVE SUPPORT 1 YEAR	80M-8110-SSP-COM	1	0		2,767.00	2,767.00
MCP BASE SW, COMPREHENSIVE SUPPORT 1 YEAR	80M-MCPBA-COM	1	0		28,800.00	28,800.00
CIENA OPERATIONS MANAGER - COMPREHENSIVE SUPPORT 1 YEAR	80M-OM-COM	1	0		990.00	990.00
CIENA VIRTUAL BROADBAND NETWORK GATEWAY - COMPREHENSIVE SUPPORT 1 YEAR	80M-VBNG-COM	1	0		25,177.00	25,177.00
Total NET Price - Ciena Services					213,124.09	213,124.09

TD SYNNEX CORPORATION

City of Superior Wisconsin Deal Reg

Configuration

Valid Through 2023-12-31

Project Type 2023-10-03

TD_SYNNEX_DEAL_REG_ELITE_FY23_USD1.00_20230201

The following represents a summary of the guoted Services.

For complete Terms and Conditions please refer to the Ciena Specialist Services Statement of Work documents.

Deployment Services - Buyer Specific Service Scope

In Centruces

Clens will perform a greenfield installation (80P-NMS0-MCP-VHR) of the MCP software, including:

An in-depth review of the server(s) hardware conflouration to ensure compatibility with the MCP Software as per the Clena Engineering quidelines

Installation, configuration, and patiching of the customer provided operating system, Red Hat Enterprise Linux, on the required servers

Installation and configuration of the customer provided hypervisor software (VMware). Creation and configuration of the virtual machines required to support the MCP Software installation

Creation and configuration of the HA cluster environment required to support the MCP Software installation

Installation of the MCP Software applications and patch bundles

Support with the generation of the software license key codes for Ciena's MCP Software applications

Ensure MCP Software can discover/enroll active Ciena network devices

Execution of Ciena provided MCP Software Verification Test Plan to verify successful completion of the project. These test cases are representative of the products basic functionality. If the additional or Buyer specific test cases are required, Ciena can provide a cust

Generate Final Hardware and Software Configuration Report The Installation will be performed remotely

3 Day on boarding will be provided and includes (80P-NMS3-MCP):

System health, overview of tools available to create platform/application health reports/logs

Overview of managing the MCP Software map and visual labels

Overview of managing MCP Software users, roles and security settings

NE management, NE enroll/de-enroll; bulk enroll; viewing inventory; operational state; alarm viewing and management, etc

MCP & NE licensing overview and operation using Flexera server

Hypervisor overview, host/client configuration properties review

HA cluster failover architecture and operation * only for valid platform configurations

Review of security management, NE connection profiles and security NE back-up and restore profiles, scheduling, administration

Overview of NE software upgrade properties/configuration
Managing saved data on the platform, moving, deleting archiving stored files, etc

The onboarding will be performed remotely

Project Management

Ciena will assign a Project Manager who will act as the single point of contact and be responsible for providing a baseline project plan and managing the project to that plan. This will include

. Manager who will act as the single point or contact and be responsible for pr A summary the pre-defined agreed scope of work and acceptance criteria A breakdown of the Ciena and Customer responsibilities

Project team contact list Project action register

Kickoff the project and manage the progress of individual tasks within the project plan

Perform updates to the project plan and communicate with the customer as mutually agreed to

Overseeing the Job Change Order (JCO) Process

Job Change Order (JCO) Process

1. The assumptions and detailed scope provided in this document align with the prices quoted by Ciena. Ciena uses a Job Change Order ("JCO") process for purposes of making adjustments to the fixed and firm price quote. The JCO will identify the change and provide a fixed and firm price adjustment, if required.

1.1. When the necessity for Service modifications that affect price, schedule, or service performance arises, a written JCO will be required to obtain agreement and approval between Ciena and Customer

The JCO process will also be used to track and document on site changes. If the parties are unable to agree on a JCO, then the parties shall complete the project according to the original Statement of Work. Ciena shall not be obligated to fulfill any services or deliver any deliverable required by said rejected JCO.

2. When initiated by Ciena the process is as follows:

2.1. Ciena notifies Customer's designated PoC of required changes

22. Clena prepares JCO with a unique tracking number that incorporates the required changes including price estimate, impact on schedule, and expected changes in Service performance.

Ciena prepares change order with a unique tracking number that incorporates the required changes including cost estimate, impact on schedule, and expected changes in Service performance.

2.3. Customer provides written approval of the JCO price and adjustments to schedule and Service performance expectations.

3. When initiated by Customer the process is as follows:

3.1. Customer identifies requirement for Service modifications and notifies Ciena project manager of required changes while providing input regarding reasons for the JCO.

3.2. Customer prepares change order incorporating the required changes to include cost estimate, impact on schedule, and expected changes in service performance. 3.2. Ciena prepares the JCO incorporating the required changes to include price estimate, impact on schedule, and expected changes in Service performance.

3.3. Customer provides written approval of the JCO price and adjustments to schedule and Service performance expectations.

4. Regardless of which party initiates the scope change, Clena will provide a means of tracking and organizing all proposed JCOs on a mutually agreed basis.

5. Regardless of which party initiates the scope change, and notwithstanding anything else in this section, any work related to the JCO will not begin until Clena receives a PO reflecting the additional price associated with the JCO from Customer.

Upon receipt of the PO, and at Clean's sole discretion. Glean may invoice Customer for the JCO related work immediately upon completion of such work. For the avoidance of doubt, and only as applicable, any payments for work related to the JCO is not part of any previously agreed upon invoicing schedule by the parties. Payment is due net thirty (30) days from the date of issuance of Clean's invoice.

Other Terms and Conditions

Upon completion of this scope of work, the customer is responsible to change the authenticators (for example, passwords, certificates, etc.) of all systems involved in the project, including but not limited to:

Network elements NMS

Server/cloud infrastructure

Software applications

Maintenance Services

Technical Support:

Ciena's support model is a set of multi-technology support services that consists of technical support, software support, lifecycle management, personalized support, and proactive service support options:

Comprehensive Support provides access to the CTS hotline 7 days a week, 24 hours per day, 365 days a year (7x24x365) for both emergency and non-emergency issues. Business Day support is provided by the Regional Technical Support team associated with the Customer's calling location

Spares Management:

As a supplement to Ciena's Standard Hardware Repair Services, Ciena will ship a replacement part by the next business day.