



# Tellabs™ Deployment Partner Case Pack

Part Number SL30001

The Tellabs Deployment Partner program is an investment. As a partner your company has invested in training, certification and mentoring in order to enable your company to effectively deploy the Tellabs Optical LAN network. As part of the partner program, the deployment partner case pack continues to support you as questions or problems arise during your deployment.

## Service Description

The remote deployment support case pack provides Business Hours Technical Support for 1 year, or 10 separate requests for assistance (cases). A Tellabs Technical Support Engineer will work with your team to resolve technical issues quickly and efficiently, helping to ensure that the project is kept on track and completed on time.

- The remote support provides assistance in resolving deployment related issues that may be related to some of the common deployment activities such as:
- Turn up, configuring and activating the OLT/ONT
- Questions regarding creation of VLANs/data connection and system configuration
- Setup of Panorama PON EMS

## Integrator/Partner Responsibilities

The integrator/partner is responsible for the network design and installation unless otherwise purchased by from Tellabs.

- Hand off of system design information to Tellabs.
- Integrator is responsible for confirming power to the OLT is established and outside network hardware and end devices are on-site prior to Tellabs arrival.
- Provide server hardware and software for configuration unless otherwise specified.
- Install fiber splitter and facility cabling, plus all cabling between the OLT and any ONT locations as required.
- Install/mount ONT equipment.
- Acceptance testing as required for network turnover.
- Customer sign off and acceptance of the network.
- Notification of customer acceptance to initiate post installation customer support.

## Out-of-Scope Activities

The items below are not included in the scope of the Partner Case Pack offering.

- System Design and Network Planning
- Materials
- On-Site Support Services
- Software License, update or upgrade of Tellabs or third party applications such as EMS operating system software or licensed database software.
- This program does not replace formal Tellabs Training, classroom certification and mentoring services but is included in the Partner program to further support partner success after completion of the aforementioned services.
- Support of end user, post network acceptance troubleshooting/live traffic bearing system support.

## Definitions

Business Hours: 7AM-5PM CST, Monday through Friday excluding Tellabs Holidays

Case Total: Ten (10) cases will be provided during the support term (12 months). Tellabs will decrease the Case total regardless of (i) warranty status; (ii) whether the case is phoned-in, submitted online via web/chat or email.

Follow-up Inquiries: Follow up inquiries pertaining to the original case will not impact the Case total unless the subsequent inquiry requires troubleshooting not related to the original case.

Incident: Defined as a problem that occurs with on or more devices that shares a common root cause.

Expiration: The partner case pack will expire at the end of the term. Any unused cases will expire and will not carry over.



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