

Ongoing support services to ensure peak performance during the operation and maintenance of your network

Fast, secure access to information drives how people get things done. From financial data to patient information to homeland security to enterprise services, there's no time for network downtime.

That's why Tellabs Services offers a variety of support agreement options to meet the specific needs of your organization's network.

Tellabs support agreements add to the value of the standard hardware repair warranty that comes with every Tellabs solution. You pick the mix of remote and on-site technical support, repair and replacement options, and updates and performance audits to make sure that your network delivers services that are always available.

No matter what option you select, Tellabs experienced and knowledgeable staff members are there whenever you need them during every stage of the network life cycle.

Tellabs Support Agreement Packages

Tellabs Support Agreement Packages provide ongoing support services to keep your network performing at peak levels. Select the option that works best for you. Higher-level packages include all the support services in the package beneath them in the diagram.



Optional Support Upgrades	
Expedited Advance Replacement	Receive replacement parts in as soon as 4 hours (standard AR SLA is same-day ship)
On-site Break/Fix Technician	Technician dispatched to your site upon request frees your technical staff to focus on other duties



Tellabs Support Agreement Packages

**MOST POPULAR
SUPPORT OPTION**

Types of Services	Warranty	Basic	Extended	Premium
Online Technical Support		Open/update trouble cases online	Open/update trouble cases online	Open/update trouble cases online
Advance Replacement¹	90 days, charge for NTF	Part(s) shipped same business day for requests received by 3 p.m. CST	Part(s) shipped same business day for requests received by 3 p.m. CST	Part(s) shipped same business day for requests received by 3 p.m. CST
Hardware Repair²	1 year, does not include NTF	No charge for up to 5 NTFs	No charge for NTFs	No charge for NTFs
Software Updates		Software patch only, no installation	Software patch only, no installation	Software patch and remote installation by Tellabs
TAC Support		Available 8 a.m. to 5 p.m. CST. Next business day response for noncritical issues.	24x7x365 availability Same-day response for noncritical issues	24x7x365 availability 4-hour response for noncritical issues
On-site Assistance³		Available on a pay-per-incident basis	5-business day scheduled response time ⁴	Next available flight dispatch
Network Performance Auditing				Quarterly audits conducted by Tellabs expert staff

¹ Replacement part(s) sent on demand; freight charges covered by Tellabs

² Repair of defective part(s), inbound freight paid by customers; return freight covered by Tellabs

³ Engineer dispatched on-site for troubleshooting (does not include routine maintenance or defective hardware replacement)

⁴ Additional dispatch fee required outside the continental United States

Take the next step. Contact Tellabs today.



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