

## Coriant® Care Services

*Comprehensive Support Service Options for Coriant Hardware and Software Products and Networks*

### SERVICE SPECIFICS

Coriant® Care Services provide solutions to support your day-to-day network operation including remote and onsite technical support, software maintenance, and a variety of hardware servicing options. We help you get the most from your investment by reducing network issues, maximizing reliability and performance, and extending the operational life of your equipment. Our Care teams worldwide rally around our customers and provide you with the reassurance that your questions and network issues are addressed quickly and efficiently.

As a trusted partner, we differentiate ourselves from competitors through a deep level of technical expertise and understanding of service provider networks. We translate our comprehensive support capabilities into quantifiable savings with every Care service.

Coriant® Care Service agreements can be tailored to your specific business needs by selecting from the comprehensive set of options available worldwide for all Coriant products. Care Service agreements are available for purchase with an annual or multi-year renewal term.

### TO PURCHASE

For more information about Coriant® Care Services, please consult your local Coriant sales representative or regional sales office.

### CORIANT® CARE SERVICES OPTIONS

- **Remote Technical Support** — Access to Coriant® Technical Assistance Centers for remote technical support
- **Online Technical Support** — Access to the secure Coriant Customer Portal
- **Access to Software Upgrades and Software Updates** — Access to the latest software for your Coriant products
- **Hardware Repair** — Extended return-to-factory repair coverage after hardware warranty expiration
- **Advance Hardware Replacement** — Next business day shipment of replacement hardware
- **Managed Hardware Replacement** — Options for express delivery of replacement hardware directly to your premises
- **Onsite Technical Support** — Engineer dispatch to your site to assist with problem reports that cannot be resolved through remote troubleshooting
- **Designated Support Manager** — Service manager assigned to your account to manage all facets of Care service delivery
- **Network Element Software Update and Upgrade Installation** — Options for installation of network element software updates and upgrades

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