

## Technical Assistance Center

*For maximized network performance and service uptime*

### Key benefits:

- Technical support accessible 24/7/365 worldwide
- Software subscription provides access to the latest updates and releases
- Fast and high quality response by experienced technicians – no intermediaries involved
- Online follow up of ticket status and response levels
- In-house development engineers accessible only steps away from the Technical Assistance Center (TAC), enabling quick resolution to issues

Transmode's Technical Support Services are provided through the Technical Assistance Center (TAC). The TAC can enable customers to increase their operational efficiency and lower their cost by reducing the time spent on troubleshooting and other operational problem identifications.

The TAC is staffed with highly skilled and experienced support engineers with the capability of troubleshooting the full range of Transmode's product portfolio.

Transmode offers remote support globally 24/7/365 and on-site support if required.

### Complementing your expertise

The TAC involves a fully equipped lab for reproduction of customer issues and assistance in testing customer specific scenarios. Immediate access to in-house development engineers allows for fast response to more complex issues. Transmode complements the customer's own expertise to keep the network running without interruptions.

In order to keep the support of customers as efficient and simple as possible, the TAC is the single point of contact for all technical issues related to operation and maintenance of a customer's optical network.



### Software subscription

The TAC also provides a software subscription service. Customers with support contracts are provided access to all licensed software releases as soon as they are made available for general release. This includes both updates and upgrades, providing the customer with a continuous software warranty.

### Easy follow up of ticket status and response levels

The main interface for submitting service issues is the web based TAC online ticket system. Any customer with an active support contract can register in the online system which also provides access to the 24/7/365 hotline number for critical issues. The web interface allows for easy tracking of the ticket status online.

In addition to the follow up of ticket status, the online system also provides easy follow-up of SLAs.

### General TAC structure

The TAC team is designed to manage:

- 24/7/365 availability
- Ticket management
- Remote access to customer network
- Reproduction of configurations
- Warranty cases

As an alternative to the 24/7/365 availability, the TAC offers a service option for Central European Time (CET) office hours. The same support as the 24/7/365 alternative is provided, but the time when the support is given is limited to CET office hours.

### Spares and field service options

Spare part and repair services, as well as on-site emergency service (Field Line Maintenance), are available to supplement the range of technical assistance services.