

# TELMAR NETWORK TECHNOLOGY REMOTE TECHNICAL SUPPORT

## TECHNICAL EXPERTS AVAILABLE 24/7 WORLDWIDE

Telmar Network Technology provides critical technical assistance for our Extended Life product lines and non-Telmar products 24 hours a day, seven days a week. We offer support with flexible Service Level Agreements (SLAs) and the best support structure to help you maintain your network.

Telmar offers multiple packages for SLAs:

### UNLIMITED

- Discounts for longer contract periods
- Package pricing based on network element type and quantity
- Two types of offerings
  - CTAC only
  - CTAC and R&R bundle

### LIMITED

- Limited number of calls and/or repairs
- Ability to spread calls/repairs up to three years
- Three types of offerings
  - CTAC only
  - CTAC and R&R bundle
  - CTAC and R&R event package



Telmar's 24/7/365 operation currently provides complete Customer Technical Assistance Center (CTAC) support, including:

- Tracking of work effort in Oracle Trouble Ticketing system (CTRACS)
- Support remotely "on call" service, consulting and troubleshooting
- Manage trouble resolutions with customer as a single interface
- Manage troubles in accordance with SLAs
- Supply for products deployed globally

Telmar has nearly 7,000 square feet of fully dedicated lab space which offers one of the industry's most flexible and robust support operations. Telmar has a full complement of platforms supported with our state-of-the-art lab hardware.

## PRODUCTS TELMAR SUPPORTS

### Telmar/Alcatel Products (Tier 1 - Tier 4 Support)

- DEX CS1, DEX CS1S, DEX CS1L, DEX CS1VL
- DEX ECS1, DEX ECS3
- 1603 SE, 1603 SM, 1603 SMX
- 1648 SM
- 1610 OA
- 1680 OGM, 1680 OGX
- 1630 SX, 1630 GSX
- 1631 SX SMC
- 1633 SX
- iMTN

### Tellabs 53x Products (Tier 1 - Tier 3 Support)

- Tellabs 530, 531, and 532 platforms
- Additional platforms are available



## *Benefit from Telmar's Remote Technical Support*

- 24/7 Remote Technical Support
- Flexible Service Level Agreements (SLAs)
- Repair Bundle Packages

## Corporate Headquarters

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Plano, TX 75074

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## Additional Locations Throughout

North America, EMEA,  
Latin America and ASIA

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