

Support and Maintenance

Service providers face considerable pressure to grow existing networks while minimizing operational costs. New technologies require capacity and bandwidth at cell sites to increase. At the same time, technicians must manage more locations while improving cell site availability and decreasing maintenance expenses.

Keep your network healthy and productive with Kentrox support and maintenance. The Kentrox support plan provides hardware and software support and services with essential protection to help minimize downtime of your network and maximize performance.

The more complex and dynamic the network operating environment, the greater the likelihood of network outage. Key drivers of this complexity and the dynamics of the network are technology interoperability, in-house technical skills, and processes, procedures and tools you use to manage and monitor your network infrastructure. Kentrox support plans can be tailored to your business needs and help you maximize your business efficiency, employee productivity, and return on investment (ROI).

Support and maintenance options

Kentrox offers support and maintenance options to meet the needs of your business and uses all reasonable efforts to assist our customers throughout the process. The following services are available:

- Technical support for hardware and software provided via telephone, email, and web submissions for all Kentrox products
- Software enhancements: receive major and minor enhancements for system level software and embedded software on a hardware platform at no additional charge.*
- Advanced Product Replacement shipped by next day air at no additional charge*
- Spares stocking available
- Prioritized escalation of trouble tickets ensures you the highest possible service level
- Extended product warranty
- Extended support for manufacture discontinued products

* Contact Kentrox for more details.



Benefits of support and maintenance

- Protection of your investment of Kentrox products
- Consistent, reliable levels of support and responsiveness
- Easy budgeting, with fixed costs for parts and labor
- Support and service levels that meet your business needs
- Professional, technical expertise, to provide or expand your in-house technical capability
- Additional coverage beyond the Kentrox Limited Warranty

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Other Kentrox service offerings

Multi-vendor, multi-technology environments can make network management complex. That's why Kentrox offers a suite of value-added professional services to help operators deploy and optimize their use of Kentrox solutions. In addition to support and maintenance agreements, Kentrox service offerings include deployment services, professional services, and training.

Deployment Services

Deployment schedules demand strict adherence to the project objectives. With the increased complexities of new technology, using proven methodologies and technological expertise helps ensure that your objectives are met within the specified time and cost constraints. The extensive range of Kentrox deployment services ensures you'll maintain your implementation schedule. Kentrox offers the following deployment services:

- Project management
- Engineering and furnishing
- Installation
- Provisioning and turn up
- Site surveys

Professional Services

Kentrox offers a suite of value-added professional services to assist carriers in leveraging and optimizing their use of remote management and monitoring solutions, especially in a multi-vendor, multi-technology environment.

Offerings include software application development services, network element database integration services, system administration, software/application migration, site surveys and other custom services. Leverage in-depth knowledge of the Kentrox solutions and let us be a virtual extension of your team. Professional Services available include:

- Optima application development
- Optima integration
- Optima system administration
- Custom services

Kentrox warranty

If you do not purchase a Kentrox support and maintenance option, those products are covered under the Kentrox standard warranty. The limited warranty:

- Covers all Kentrox products
- Is in effect for one year
- Includes industry standard break/fix warranty:
 - Repair and return of defective product
 - Advanced replacement for out of box failures within 90 days of purchase

See the full Kentrox Limited Warranty statement for full details at www.kentrox.com.

Training

Kentrox offers comprehensive product training through a combination of online and instructor-led courses. Instructor-led courses can be customized to meet the needs of your company and can be taught at any location or at a Kentrox facility. Courses combine informative lectures and demonstrations with hands-on activities. The instructors have extensive experience in telecommunications and training.

Online courses can be taken at the student's convenience. The participant has full control of advancing or reviewing the content at their own pace. Courses contain quizzes to test understanding. Courses include:

- Optima for Site Administrators
- Optima for Users
- Remote for Users
- Remote for Administrators
- Polled Device Monitor (PDM)

For more information, visit www.kentrox.com, email info@kentrox.com, or call 800-733-5511 (US), +1 614-798-2000 (outside US).