

## TAC 24/7 Services

TAC 24/7 Service is the heart of the Transmode Customer Services organisation. The Technical Assistance Centre (TAC) is staffed with highly skilled support engineers that are capable of troubleshooting the full range of Transmode optical network products.

The TAC is located in Stockholm and includes a fully equipped lab for reproduction of customer issues and assistance in testing customer specific scenarios.

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 the operation and maintenance of the customer's optical network.

### General TAC structure

The TAC team responsibility includes:

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

### Ticket Submission and Response Time

The main interface for submitting service issues is the web based TAC Online ticket system. All registered service issues will get a number i.e. a ticket in the TAC Online system. All tickets will be assigned by TAC the same business day provided that they are submitted no later than 1500 CET. For more urgent issues, the TAC is available 24/7/365 via phone.

### Escalation

In the event that the TAC is unable to resolve an open issue, the issue will be escalated to Transmode Engineering resources for detailed technical knowledge and to Transmode management to ensure that the issue is resolved efficiently.

### Customer Web Access

The Transmode Customer Service web portal contains all relevant technical documentation and Software Releases.

Furthermore, the Transmode ticket system, TAC Online, enables

the customer to submit and follow the progress of the tickets online. In order to keep the support simple and efficient as possible, the Transmode ticket system is the single entry when logging a request for assistance for all technical issues related to the operation and maintenance of the optical network.

### Software Support

Transmode provides customers with valid support contracts access to all licensed software releases as soon as they are made available for general release.

The service conditions for the TAC 24/7 Service is applicable to the latest released software revision and the previous two releases.

### Options

Spare part and repair services, as well as on-site emergency services, are available to supplement the range of technical assistance services.

### Ordering Information

Product code:  
TCS-TAC-24/7/365