

## Technical Resource Services

Transmode offers complementary Technical Resource Services in order to provide an enhanced service level for the Operation and Maintenance of its optical networking portfolio.

### On-Site Support Service

The On-Site Support Service is a complementary service to the 24/7 or Office Hours Technical Assistance Services where Transmode will assist in advanced troubleshooting at the operational site.

### Service Conditions

The On-Site Support Service is used when emergency or priority issues could not be resolved remotely or via a first line maintenance engineer on site. The decision to perform on site support will be taken jointly by Transmode and the customer.

If decided, a 3rd line Transmode Customer Services Engineer will be available on site at a mutually agreed point of time.

### Ticket Submission

The main interface for submitting a ticket regarding the On-Site Support Service is the web based TAC online ticket system. On-Site Support tickets will normally be initiated the following business day provided that they are submitted no later than 1700 CET.

On-Site Support tickets registered before 1700 CET will be initiated the next business day meaning that the Transmode Customer Service Engineer will start travelling from Stockholm at this point in time.

### Term

The On-Site Support Service can be included in the overall yearly support and maintenance contract.

### Designated Engineer Service

The Designated Engineer (DE) Service is a complementary service to the 24/7 or Office Hours Technical Assistance Services where Transmode will assign a designated engineer for the particular customer.

### Service Conditions

The DE Service includes a designated engineer who is familiar with the customer network and will handle most of the Service Issues reported by the customer during office hours. The designated engineer works closely with the customer and Transmode's management to ensure that the customers' Service Issues are addressed quickly and efficiently. The designated engineer supports the customer with suitable advice to minimize network problems and maximize network performance.

### Term

The Designated Engineer Service can be included in the overall yearly support and maintenance contract.

### Ordering Information

Product code On-Site Support Service:  
TCS-TAC-OSS

Product code Designated Engineer Service:  
TCS-TAC-DE