

**OUR PERSONAL  
TOUCH HELPS  
YOU GET THE  
MOST OUT OF  
YOUR OPTICAL  
NETWORK!**



# OUR OUTSTANDING SUPPORT MAXIMIZES YOUR NETWORK PERFORMANCE AND UPTIME

Once your Transmode solution is in place it's time to focus on how to earn more money with it. Or, if you're still in the planning and designing stage, perhaps you would like to know the total cost – for everything from initial planning to installation and commissioning?

Don't worry. We can help you on all fronts!

Whether you presently own a Transmode optical network or soon will, we can enhance the benefits of your investment by:

- Maximizing your network performance and uptime with the help of our outstanding support engineers
- Enabling efficient roll-outs and full cost control on your projects using our in-depth knowledge of network deployments
- Boosting your transport network knowledge, enabling you to capitalize on your investment in optical infrastructure

Your Transmode network is an investment in stability and reliability. But, when questions arise, it's good to know that superb support is available whenever you need it. We make sure that there is always a fully qualified and experienced TAC engineer available to give you a direct, quick and accurate answer for your specific needs, be it a routine software upgrade or a unique technical question. Due to this you will never have to wait for someone to re-route your call.

Our service team brings you strong expertise from numerous projects worldwide – both large and small networks as well as service providers and network owners. This depth of experience has developed us into the capable team we are today.

So, if issues arise – let us take care of them! We maximize your network performance and uptime, so you can concentrate on other areas of your business that require your attention.

Transmode Support is committed to satisfying our customers' needs. We make sure you have access to dedicated, specially trained personnel 24/7/365. Our strong reputation is reflected in Transmode's annual Customer Satisfaction Survey where our Technical Support team consistently receives high praise. One reason for this is that our Customer Support is co-located with Research and Development staff and has direct access to additional expertise when needed. The result is higher quality responses with shorter lead times.

CUSTOMER SATISFACTION  
TECHNICAL SUPPORT

87

"World class and  
industry leading"  
acc. to CFI Group

*Our Technical Support always scores exceptionally well in our annual customer satisfaction survey – they earned an impressive 87 (of 100) in 2011. "This is world class and industry leading Technical Support scores," according to CFI Group.*



# OUR IN-DEPTH DEPLOYMENT KNOWLEDGE GIVES YOU EFFICIENT ROLL-OUTS AND COST CONTROL

It's often difficult to foresee the total investment needed for a network project before it actually starts. Our specialists can help you to expand an existing network, or build a new one. Calculations and estimates are difficult because network planning, dimensioning, design and initiation all require different areas of expertise – as do each of the steps from delivery to implementation.

That's why we developed our systemized working model. This highly refined predictive tool takes you through every phase of an end-to-end project delivery. You will know the estimated cost of

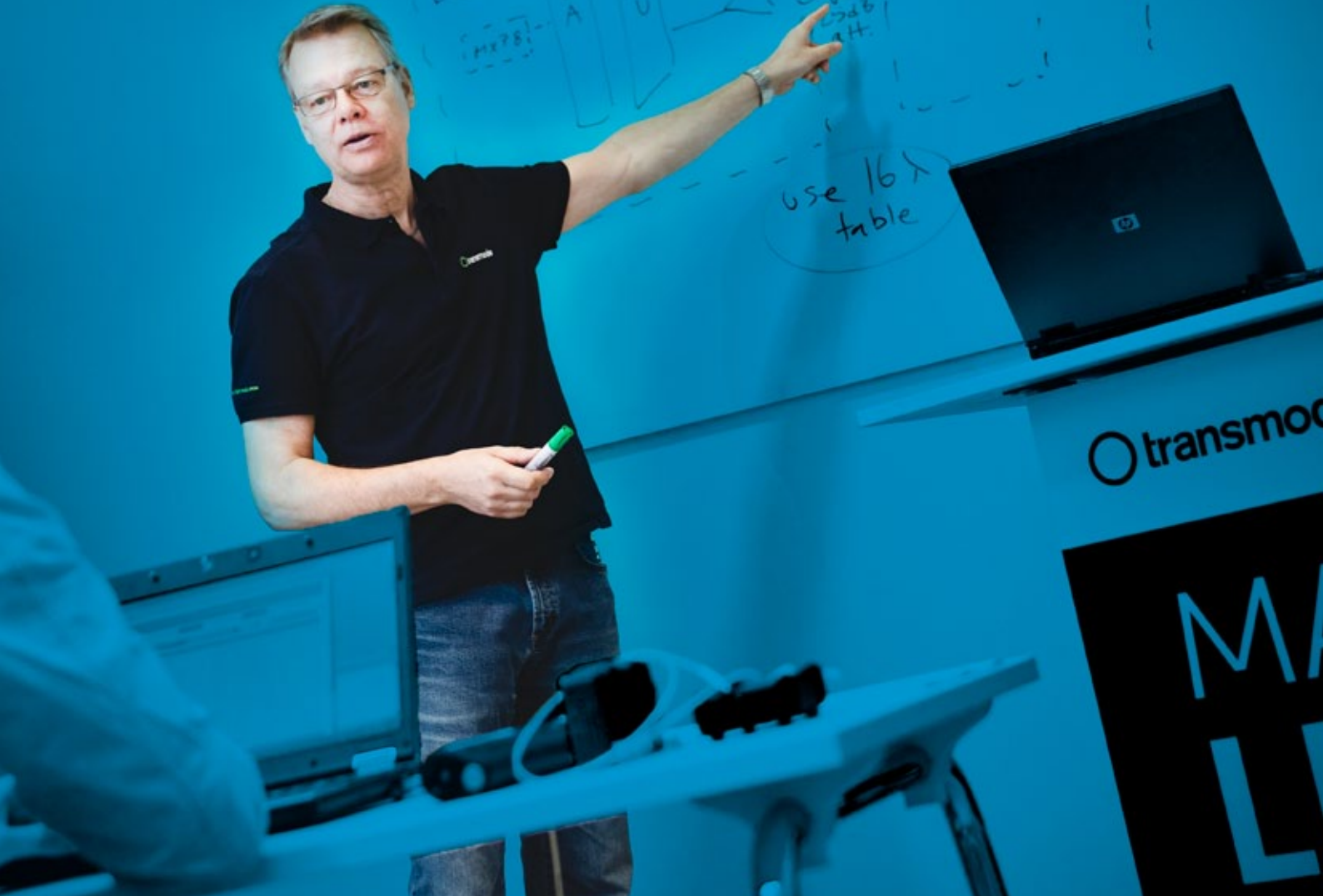
your system before work even begins. As work proceeds the cost is closely monitored to avoid any unwanted deviations.

If you prefer to do your own network deployment, you can still choose our Pre-build Service, which enables predictable and effective network roll-out by minimizing disruptions and simplifying logistics. Transmode's Pre-build Service can build, patch and configure network nodes in a controlled lab environment, prior to shipping to your premises. Our pre-built nodes dramatically cut time spent on-site, while also promoting roll-out efficiency. Experience has shown that on-site time may be reduced by as much as a half, compared to installations with equipment that is not pre-built.



*Our systemized working model includes the steps above to ensure efficient processes and full oversight of costs.*

# LET OUR EXPERT INSTRUCTORS BOOST YOUR TRANSPORT NETWORK INVESTMENT WITH LIVE AND PERSONALIZED TRAINING



Getting the most out of your network means your staff need to understand how best to use, configure, maintain, and build attractive service offerings on it – in short, how to effectively extract value. With the help of our dedicated and experienced instructors, your staff become the experts in how to squeeze the maximum out of your network. We can come to you for on-site instruction, or we welcome you to our dedicated training lab. Either way, we'll help your staff to learn all there is to know about the hardware and software in your network.

**TECHNICAL  
SUPPORT  
SERVICES**

**PROFESSIONAL  
SERVICES**

**TRAINING  
SERVICES**

*Transmode's Customer Services are made up of three areas.*

## CUSTOMER SERVICES OFFERINGS

Transmode's Customer Services offerings are designed to help you extract the best-possible value from your network investment.

Our Support services involve no intermediaries. This means you get immediate, top-quality support, 24/7. Transmode's Customer Services offering includes the following benefits and many more:

Name	Short description
<b>TECHNICAL SUPPORT SERVICES</b>	
<b>TAC 24/7</b>	Allows access to the Customer Support organization 24/7. Each customer gets a single point of contact for all technical issues related to the operation and maintenance of the customer's optical network.
<b>TAC Office hours (OH)</b>	Gives access to the same support as TAC 24/7, but it is limited to office hours (08:00 – 17:00 Central European Time).
<b>Software Subscription</b>	Provides software update/upgrade.
<b>Extended Hardware Warranty</b>	Extends the conditions of hardware warranties beyond the standard terms.
<b>Advance Product Replacement</b>	A spare-part subscription service. In the event of a malfunctioning product, a replacement will be shipped by the next business day at the latest.
<b>First Line Maintenance</b>	Field support technicians on-site when required.
<b>Managed Spares</b>	Local spare part management.

## PROFESSIONAL SERVICES

<b>Delivery Project Management</b>	Provides full end-to-end projects utilizing Transmode's unique competence in planning, designing and implementing network deployments. The Delivery Project Management Office (DPMO) is built and equipped to manage local customer projects of any size and complexity with cost controls and on-time delivery.
<b>Pre-Build</b>	Facilitates network roll-out by having equipment pre-built and pre-configured in a lab prior to delivery at the customer's warehouse.
<b>Installation</b>	Installation service for Transmode equipment; e.g. mounting, insertion of gear, patching etc.
<b>Commissioning</b>	Commissioning service for Transmode equipment and management systems – configuration, testing and verification to activate the equipment in a safe and correct manner.
<b>Supervisor/Engineer Support</b>	A service consisting of key-competence resource(s) to monitor and support remote or on-site activities, e.g. during commissioning, upgrades, or other activities requiring special attention.
<b>Network Design</b>	A service for planning and designing new functionality and/or add-ons to existing networks for capacity increases or other optimization requirements.

## TRAINING SERVICES\*

<b>Standard Product Training</b>	Covers TM-Series, TS-Series and TG-Series products and applications and provides a network management overview.
<b>Product and Network Management level</b>	Provides detailed knowledge of Transmode's DWDM/CWDM systems.
<b>Advanced level</b>	Provides in-depth knowledge within a specific field of expertise, for example network design, IP & DCN or Layer 2.
<b>TM-Series Certification</b>	Certification issued for partners, installers and trainers to verify their knowledge in the TM-Series.

\* For a full list of current courses, please visit [www.transmode.com](http://www.transmode.com).

Transmode is a global provider of packet-optical networking solutions that enable fixed-line and mobile network operators to cost-effectively address the capacity needs created by the rapid growth in video and data traffic. These solutions are important building blocks in next-generation high-speed optical networks that support services such as broadband backhaul, mobile data backhaul, video delivery services and cloud computing. Transmode's solutions are based on Wavelength Division Multiplexing (WDM) and packet optical transport technologies, which are designed to increase the capacity, flexibility and functionality of optical metro-core and metro-access networks. Transmode's Intelligent WDM (iWDM™) approach gives key advantages to customers, such as ultra-low latency, low power consumption and innovative network design.

Transmode is headquartered in Stockholm, Sweden and is listed on the NASDAQ OMX Stockholm Exchange (TRMO). Since 2000 the company has installed more than 20,000 systems for over 300 fixed and mobile network operators, service providers, large enterprises and public institutions in over 40 countries across the globe.

For additional information about Transmode, please visit [www.transmode.com](http://www.transmode.com)