

Service Contracts Minimize Expenses

In today's competitive environment, you need to streamline operations and retain network reliability and efficiency—while exceeding your customer's expectations. Fujitsu knows your network is your biggest asset and challenge in balancing operational expenditures against performance. That's why we offer multiple solutions for reliable ongoing maintenance to reduce operating expenses. You can choose the amount of extra support you need at any time to supplement your staff.

Fujitsu Network Life Cycle Services help you run your network more efficiently and reliably, which directly affects your profitability and ability to manage customer satisfaction. Plus, Fujitsu support packages give you freedom to choose exactly the level of care you need. Whether it is minimum support to compliment your existing resources or comprehensive coverage to outsource operations and reduce operating costs, we offer a support package that meets your specific business needs.

Protect Your Valuable Investment

We understand that every organization has different technical support needs. Whether you are operating with fewer technicians or looking for ways to lower organizational costs, every Fujitsu support package offers 24 x 7 x 365 technical assistance. As a result, you'll have expert help available when you need it. Plus, we offer on-site technical support and advance hardware replacement with a next business day or a custom response time for an even greater level of support. Fujitsu helps you maintain your network and dramatically increase operational efficiency, allowing you to focus your resources where they are needed most—on your core business activities.

With a Fujitsu support package, you experience fewer network problems and minimal downtime because your network is continually optimized. To keep your competitive edge in this quickly changing business environment, we provide continuous access to updated software as it becomes available.

Increase Network Performance Through Training

Another way Fujitsu helps you ensure the quality of your network is through training. With our continuing education courses, your technical staff gains the knowledge to plan, engineer, turn up and test, and optimize your networks and system applications to ensure the network operates efficiently.

Support Packages to Suit Every Need

Our comprehensive support packages address your everyday maintenance requirements at any stage in the life cycle of your network. By offering consistent product efficiency and the flexibility to choose the level of support you need, Fujitsu helps you deliver superior customer service. Best of all, your network is optimized and you can focus valuable resources on core business activities.

Around the Clock Operations Support

Fujitsu helps you minimize risk by providing 24 x 7 x 365 call center support, advance replacement, emergency on-site technicians and more. With your Fujitsu partnership, your revenue-generating network operates at peak performance, which maximizes your return on investment.



- Reduce Operating Costs
- Protect Your Investment
- Operate at Peak Performance
- Supplement Your Staff

Unlimited Package Support

Services	Essential	Preferred	Preferred On-Site
Remote Technical Assistance	✓	✓	✓
Training	✓	✓	✓
Equipment Feature Software	✓	✓	✓
Craft Interface Software	✓	✓	✓
Repair and Return	✓	✓	✓
Advance Replacement		✓	✓
On-Site Support			✓

We've combined our most requested services into three pre-defined service support packages. A description of each service is detailed below:

• Remote Technical Assistance

The Fujitsu Technical Assistance Center (TAC) team is your central point of contact for resolving network issues related to operations, performance, reliability and maintenance of hardware and online operational systems. Our team is staffed by experienced telecommunications engineers with extensive technical training. The TAC operates 24 x 7 x 365 to maximize the availability and performance of your Fujitsu and selected third-party systems.

• Training to Ensure Quality Operation

With every service package, you receive unlimited engineering, turn up and test, maintenance, and element management system courses to train your staff using Fujitsu equipment in various configurations and in real-world examples.

• Equipment Feature Software

We constantly update our equipment software with valuable features and automatically send e-mail alerts announcing new software upgrades that are available to order, so you can continually benefit from the latest features.

• Craft Interface Software

You can download copies of Fujitsu craft interface software for a powerful Graphical User Interface (GUI) that makes provisioning and troubleshooting simple and efficient. The software supports graphical shelf views, equipment and facility provisioning, alarm surveillance, Software Download (SWDL), Remote Memory Backup (RMBU) and Remote Memory Restore (RMR) capabilities, and cross-connect provisioning, which greatly simplify the design and ongoing maintenance of your network.

• Repair and Return

With a service support package, your covered network is eligible for repair and return services for defective parts, even if your parts are beyond the standard warranty period, saving you out-of-warranty fees.

• Advance Replacement for Fast Spares

With our advance replacement service, your network is continually supported with the spares you need because you can request delivery of covered Fujitsu replacement parts. You control operational costs and reduce the need to maintain warehouse locations and in-house processes to store and manage spare units. Our nationwide delivery service ensures immediate action long before faults and failures can interfere with service levels and customer satisfaction. This service is available with either a next business day or other custom response time. During the contract term, all included equipment is covered for ongoing repair and return.

• On-site Support to Supplement Your Resources

With the on-site support service, experienced technicians will be at your location to troubleshoot issues and perform network maintenance within a guaranteed response time. Our nationwide team can evaluate Fujitsu equipment and provide you with a cost-effective method to quickly restore your network to optimal performance levels. This service is available with a next business day or other custom response time.

With every equipment purchase, you receive our standard warranty of two years' coverage for transport equipment, one year for data equipment and 90 days for software media. For your convenience, we also provide secure Web access to technical documentation and information on equipment and software updates.

Contact your Fujitsu sales representative for more information on how to order the support package that is right for you.