

Supporting your success around the world

# G-TAC Global Technical Assistance Center



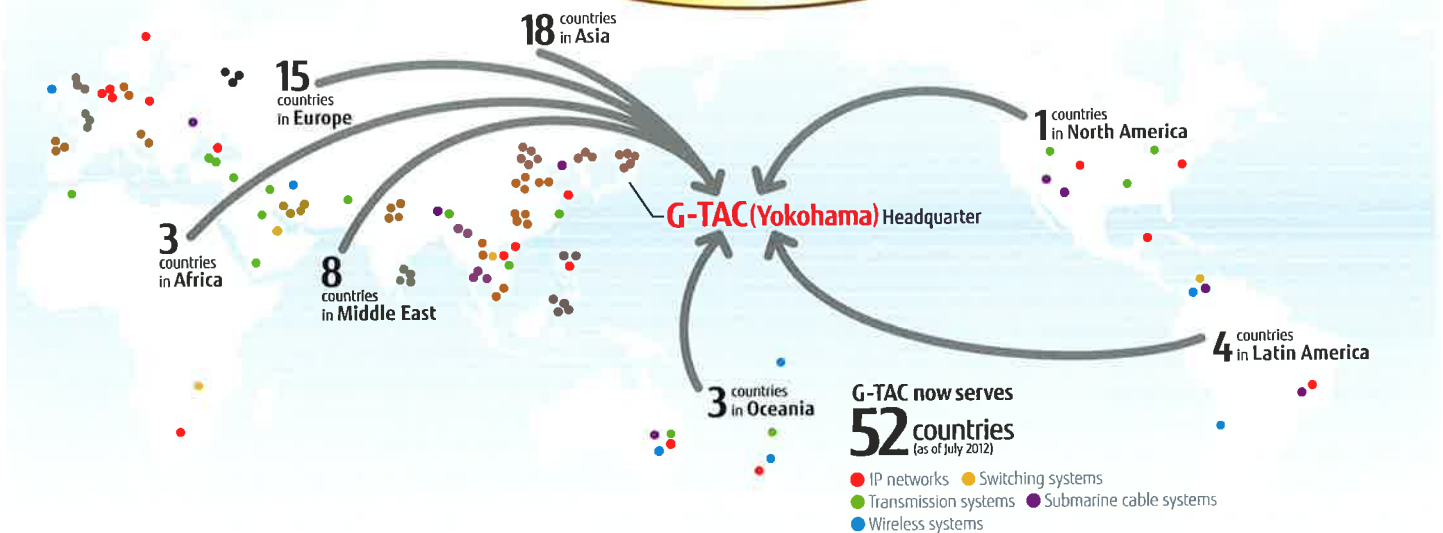
With global telecommunications carriers and global IT product vendors as our main clients, G-TAC package services include telephone, e-mail and Web-based customer support.

**This service is a 24 hours/365 day one-stop support center that not only takes customer calls but the technical staff can troubleshoot and provide solutions.**

Staffing experts in IP networks, optical communications (submarine/land), wireless, mobile communications and switching systems, we can serve clients in multiple languages, including English, Chinese, Korean, Spanish and more.

Currently, **we support 52 countries worldwide.**

**FNETS outstanding service**  
is now  
**AVAILABLE WORLDWIDE**  
with 17 overseas service offices.



## FNETS offers maintenance work—outsourcing to meet the needs of our customers:

Professional engineers stay 24 hours/356 days

Calls can be accepted in 7 languages, including English, Chinese, Korean, Spanish, etc.

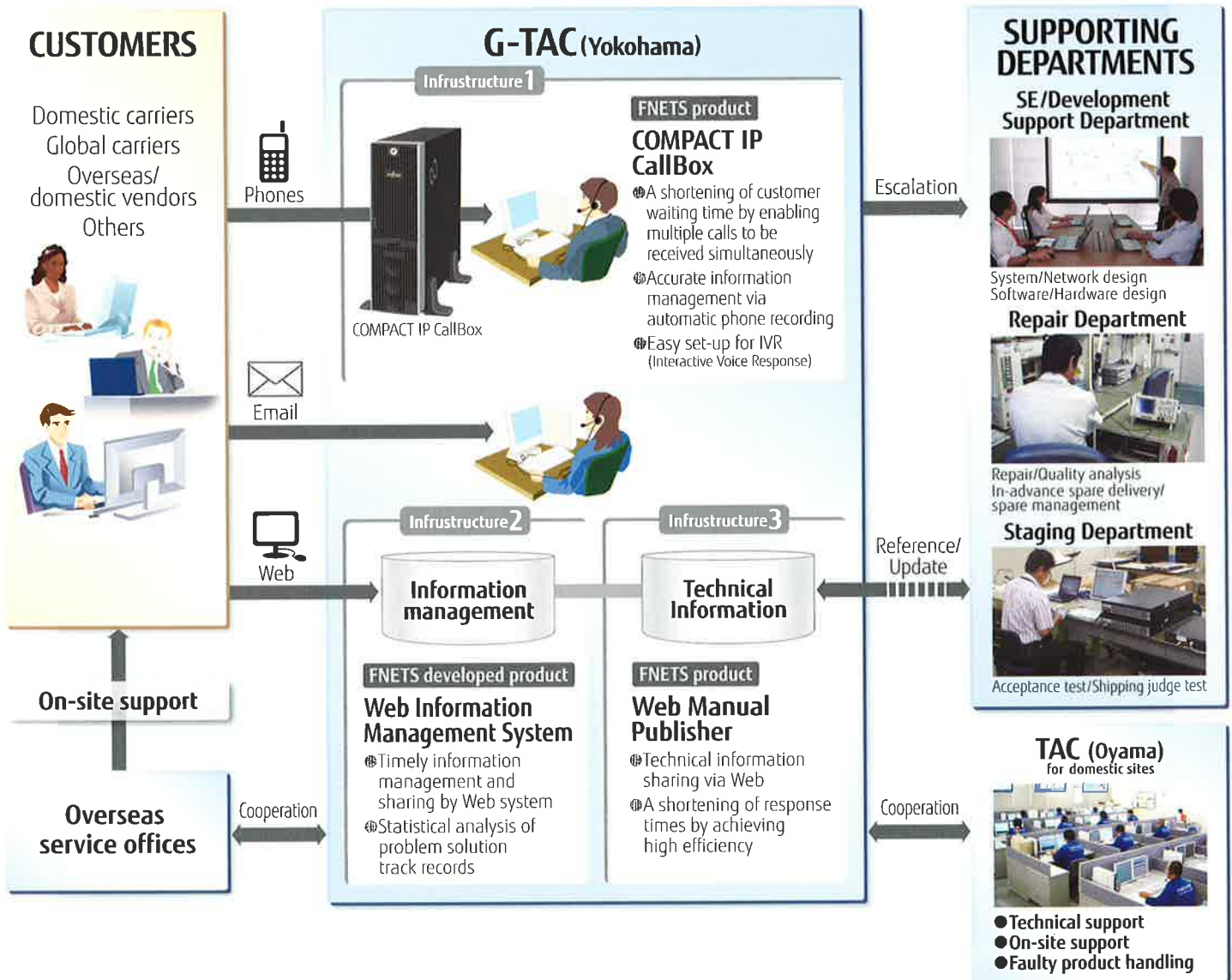
Multiproduct service for networks and ICT products

Various services including on-site support, repair & return service

Information management using Web system, speedy situation assessment

# High-Quality and High Speed Services!

G-TAC utilizes three IT infrastructures in cooperation with its supporting departments



| Services                            |  |
|-------------------------------------|--|
| 1 Help desk service                 | Provides basic service, such as operating instructions for products, as well as higher-level support service, such as troubleshooting (recovery/solution). |
| 2 Remote surveillance service       | Monitors the status of networks and systems, works with customer to solve issues when discovered.  |
| 3 On-site support service           | Provides an on-site support service when problems are discovered and periodic system checks (Health Check).  |
| 4 Repair service                    | Receives faulty products from customers and makes repairs; returns repaired products and performs problem analysis.  |
| 5 In-advance spare delivery service | Maintains spares and arranges delivery upon need or in an emergency situation.   |
| 6 Staging service                   | Inspects products upon arrival and performs pre-shipping tests, configuration set-ups.   |

## Contact

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◆The specifications for the products are subject to change without prior notice.