

Service & Support for True Broadband Operators



PacketFront is the only vendor in the world with first hand experience from building, operating and maintaining a large scale True Broadband Network. We have been through all the challenges, ranging from business idea to operational issues, in a mass deployment scenario.

The broadband operator market is increasingly competitive – with higher and higher demands for new service offerings, coupled with a virtually zero-level tolerance for downtime. PacketFront takes an active part in ensuring the success of our customers, and we aim to continually exceed their expectations.

The following areas are covered by PacketFront's Service & Support offering:

- Technical Assistance Centre
- Customer Services
- Professional Services



Technical Assistance Centre

At PacketFront we have a mixed history of experience from broadband operators, vendors, PTT's, service providers and system integrators. This experience gives us a unique understanding of what it takes to run a broadband operator business – and what to expect from the technical support provided by the vendor. *We talk to our customers as from one broadband operator to another.*

Broadband networks pose a whole different set of challenges than enterprise networks. Therefore, the PacketFront Technical Assistance Centre (TAC) has exclusively focused on service and support for True Broadband operators. In order to keep things simple, we have implemented an easy to understand pricing and availability model for our support offering. Additionally, we have added a lot of content to the offering, which will ensure rapid problem solving and satisfied end-users.

PacketFront's TAC is our customers' resource for networking and system expertise. Our team of technical experts will assist in all PacketFront product or solution-related technical issues.

The PacketFront Pro-active Support Programme

At PacketFront, we understand the necessity for rapid problem solving and functional escalation procedures. Based on this understanding, we have developed the PacketFront Pro-active Support Program (PSP). This program takes a pro-active approach to problem solving, thereby ensuring the right support at the right time.

In order for a broadband operator to deliver on the promise of its business plan, keeping the network up and running is absolutely crucial. Therefore, high availability and uptime are major concerns.

TAC Phone Support

Round the clock support is a necessity for Broadband Operators – especially when it comes to high-profile services such as TV and telephony. All PacketFront customers have 24 hour access to the TAC; seven days a week, 365 days a year.

Principal Engineer

Each customer is assigned a Principal Engineer from the PacketFront TAC. This person is a dedicated technical support

resource, who knows the customer's network and services. A designated back-up resource is also included. The Principal Engineer is the customer's main interface to the TAC.

Future Releases

Included in the yearly support agreement are new releases of BECS™/SPECST™ and iBOST™. The agreement includes backward support up to two releases. Bug fixes and minor releases are also included in the support program.

Documentation

In order to build a deep understanding about our customers' specific network implementations, the Principal Engineers will document the network and system platforms after installation. On a quarterly basis, the Principal Engineers will upgrade the documentation, as to ensure that if our customers contact us, we can go to work on the issues immediately – without time-consuming documentation efforts.

Release management

Each time a new release note is published, the Principal Engineers will go through

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all customers' networks and service platforms, and create recommendations for needed upgrades that will bring the networks up to date. The recommendations will depend on each network's features and service offering. This service is also applicable to any, by PacketFront officially released, bug fix or patch.

HW replacement

In order to ensure fast problem handling, most broadband operators maintain their

own stock of spare parts. The PacketFront Return To Factory offer is expedited within 10 working days. In the case of malfunctioning products, all the customers have to do is to send them to the TAC. They will then receive a replacement within the stipulated time of the PFP agreement.

Remote access

In order to provide the most efficient technical support possible, we will establish a VPN connection (or equivalent) to each

customer network. This gives the TAC engineers the possibility to rapidly start an efficient troubleshooting when ever needed.

TACweb

The PacketFront TACweb is our customers' on-line technical resource where software, documentation and whitepapers can be downloaded.

Customer Services

The PacketFront Customer Service (CS) department handles all shipment logistics, invoicing etc. Any questions regarding deliveries, invoices and such may be

addressed to this department. When it comes to HW, CS is also a back-office resource to the TAC RMA-process. The TAC will test the returned products,

while CS is responsible for sending replacement products.

Professional Services

PacketFront acknowledges the fact that broadband operators' need for technical support and resources will change over time. Network roll-outs, upgrades and migrations tend to demand more technical resources than day-to-day operations. For this purpose, we have established PacketFront Professional Services (PS).

Professional Services Levels

In order to meet the different needs and scopes of assignments, there are three levels of professional services resources available:

Consultants

Typical tasks within the area of consultancy assignments are:

- network operations
- installation
- migration

Senior Consultants

Senior consultancy tasks include:

- System integration projects
- Design issues
- Other assignments which require high-profile technical resources

Principal Consultants

The principal consultant carries out assignments such as:

- Project management
- Operations management

The principal consultant resource is useful in larger network roll-outs, or for support in establishing operational functions etc.

Summary

The PacketFront Service & Support offering provides a comprehensive set of tools that assists our customers in their efforts to meet the requirements specified by their business plans. In the end, we help

our customers ensure the satisfaction of their end-users.

We understand the necessity for rapid problem solving and will do anything in

our power to make sure that your network is capable of providing the uptime required by True Broadband Networks.

We have been you!