



Reimagine Your **EDGE**

Customer Experience

GLOBAL CUSTOMER EXPERIENCE

CUSTOMER CARE

Tech Support and RMA Leads



Global Customer Care
Regional Tier 1 & 2
Tier 3 Escalation
Hardware and Software
Common Process and Practice
RMA

CUSTOMER SUCCESS

Success Leadership

DZS Xtreme

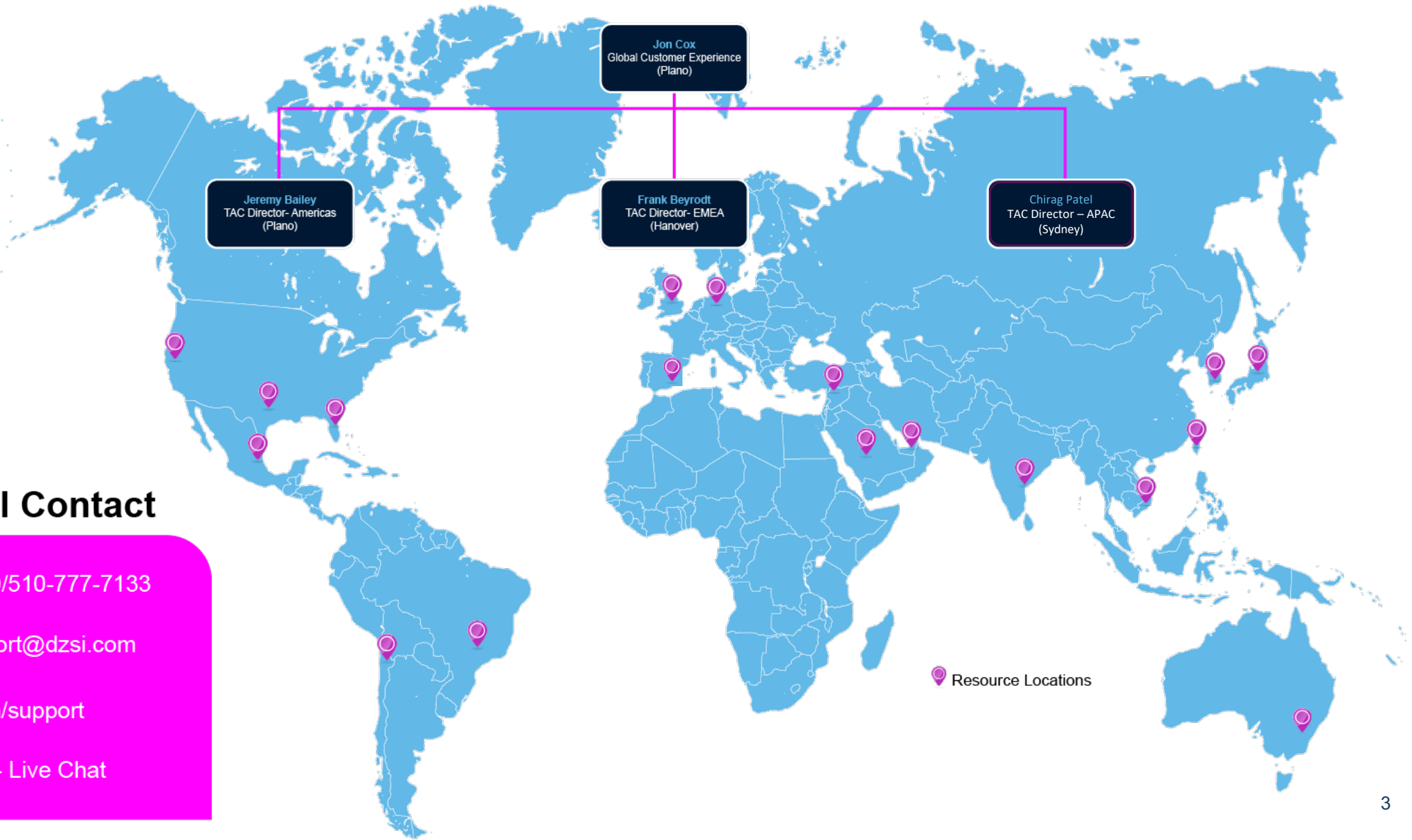
DZS Expresse

DZS CloudCheck



Deploy/Onboarding/Knowledge
Onboarding and Success
Project Management
Pro Services
Knowledge Services

A Truly Global Support Team



Omni Channel Contact



1-877-946-6320/510-777-7133



Customer.support@dzsi.com



<https://dzsi.com/support>



Support Portal - Live Chat

What Comes with an SLA



- 24-7 Global Support*
- Follow the Sun Tier 1
- Customer Expertise



- Customer Portal
- 24/7 Access to Cases
- Self Paced Learning



- Security Enchantments
- Security Bulletins
- Accreditation & Standards



- Product Documentation
- Tech/Security Bulletins
- 'How To' Information



- Bug Fixes
- Product Enchantments
- Product Expertise



- Repair & Return*
- Advanced Replacement*
- RMA and SLA Admin

SLA 'Tailored' Your Way



Program Description	Std Warranty	Bronze	Bronze Plus	Silver	Gold
Telephone Support RMA Requests for HW Repair, SW Technical Support 7x24 - For Network Outages	<ul style="list-style-type: none"> (90 Days) 	<ul style="list-style-type: none"> (Limited*) 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
Internet Technical Support Access www.dzs.com/support, Latest software updates Product release notes & Documentation updates	<ul style="list-style-type: none"> (90 Days) 	<ul style="list-style-type: none"> (Limited*) 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
Support for Critical Incidents Support Window	--	24x7*	24x7	24x7	24x7
Support for Major Incidents Support Window	--	8x5*	8x5	8x5	8x5
Support for Minor incidents Support Window	--	8x5*	8x5	8x5	8x5
E-mail notification Customer can be automatically notified of major releases and related product bulletins	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
Hardware Repair & Return No Charge repair of products. Customer pays for inbound shipping only. Repair time < 15 days	<ul style="list-style-type: none"> 1 year 	--	--	<ul style="list-style-type: none"> 	--
Advanced Hardware Replacement In the event of hardware failure DZS will ship replacement unit 1 business day after receipt of signed RMA form	<ul style="list-style-type: none"> 30 days 	--	--	--	<ul style="list-style-type: none">

* Limited – Obsolete products will be covered under **Bronze** but will not receive SW Updates due to EOL Status, RMA will also be limited depending on component availability.

KPI Targets



Technical Assistance Center - Support Services to assist during Break/Fix situations - Support by phone, e-mail, online portal		Online Customer Support Portal Provides 24x7 access to: - Case Creation or Case Status review ¹ - Software maintenance (Fix Content) - Documentation and Product Bulletins - Knowledge and Basic Training		Definitions Available Support Hours - The business hours of the Support Team. Cases can also be raised 24x7 on the Customer Portal ³ First Response Time - The time in which you place the call and connect or receive a response from a support representative Restoration/Workaround - Action required to return service to the platform, which may not be to full pre-incident status. A restoration may be, but not limited to: > Restart/Reboot/Rebuild; Restore to a previous configuration; Shut down of a triggering element or component; Reduce/reallocate Bandwidth/Traffic Resolution - Returning the service to pre-incident status. This may be achieved, but not limited to: > Corrective Content; Procedural/Configuration correction; Restart/Reboot. Hardware Replacement (Spares or RMA). > Where a new Corrective Content or Enhancement is to be developed it will be worked continuous but target 30 days		
Priority	Length Of Term	Critical (Outage)	Critical	Major	Minor	
KPI	Period of Time Technical Support is available	System Down with more than 100 Subscribers out of Service	Critical Impact to less than 100 subscribers /Resiliency lost / Service severely Degraded	Some Service Degradation / Intermittent Issue	Non-Service Affecting / Documentation / Query	
Std Warranty	Available Support Hrs First Response Restoration or Workaround Resolution	90 Days ²	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	
Bronze	Available Support Hrs First Response Restoration or Workaround Resolution	Defined by Contract	24x7 15 Mins Best Effort ¹ Best Effort ¹	24x7 15 Mins Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	
Bronze Plus	Available Support Hrs First Response Restoration or Workaround Resolution (if SW Fix)	Defined by Contract	24x7 15 Mins 4 Hours 2 Days (30 days)	24x7 15 Mins 4 Hours 7 Days (30 days)	8x5 (Regional Office) 4 Business Hours 7 Days 30 Days	
Silver	Available Support Hrs First Response Restoration or Workaround Resolution (if SW Fix)	Defined by Contract	24x7 15 Mins 4 Hours 2 Days (30 days)	24x7 30 Mins 4 Hours 7 Days (30 days)	8x5 (Regional Office) 4 Business Hours 7 Days 30 Days	
Gold	Available Support Hrs First Response Restoration or Workaround Resolution (if SW Fix)	Defined by Contract	24x7 15 Mins 4 Hours 2 Days (30 days)	24x7 30 Mins 4 Hours 7 Days (30 days)	8x5 (Regional Office) 4 Business Hours 7 Days 30 Days	

Notes

- Note¹** Telephone assistance for Std Warranty and Bronze customers contains “best effort” support based on End of Life Products where HW and SW fixes may not be possible.
- Note²** Std Warranty Technical support is 90 Days. An accompanying SLA would be required should Tech Support beyond 90 days be required.
- Note³** 24x7 Critical Issues must be called in via the support number - 1-877-946-6320 or 510-777-7133, prompt #3, #1.

Definitions

- Available Support Hours** The business hours of the Support Team. Cases can also be raised 24x7 on the Customer Portal³
- First Response** The time in which you place the call and connect or receive a response from a support representative
- Restoration/Workaround** Action required to return service to the platform, which may not be to full pre-incident status.
A restoration may be, but not limited to a Restart/Reboot/Rebuild of the system; Restore to a previous configuration; Shut down of a triggering component; Reduce or reallocate Bandwidth/Traffic
- Resolution** Returning the service to pre-incident status.
This may be achieved, but not limited to - Corrective Content application; Procedural or Configuration correction; Restart/Reboot of the system. Replacement of Hardware (Spares or RMA)
Where a new Software Fix or Enhancement is needed it will be worked continuous but target 30 days



DZS Xtreme



DZS Expresse



DZS CloudCheck

As part of our DZS Cloud Offerings, there are a suite of services that we deliver to ensure a seamless transition to your DZS Cloud Solution whether Orchestration, Slicing or Customer Assurance.

- First Office Application (FOA) - Integration services, install, platform integration.
- On-Boarding - Onboarding 3rd Party VNF / OLTs / CPE
- Custom REST/Proxy Adaptors and UI Changes – API Design and Integration
- Training - DZS Cloud Training – 1, 3 or 5 Day Training Classes
- Resident Engineers and SME services – On site resources or remote SME time



DZS Success and managed services provides dynamic and intelligent ways to manage your deployment beyond the sale

- Customer Success
- Managed Network Operations
- Advanced Analytics and Reporting
- Ongoing Moves, adds and changes
- Help Desk Level Support and basic site level troubleshooting
- Change Management and Platform Governance

Professional Services – Infrastructure



DZS suite of Professional Services are designed according to specific customer requirements to enable an efficient path to completion



On Site
System
Implementation

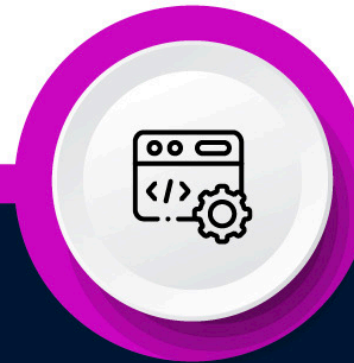
Migration
& Tune Up



Remote
Configuration



Network
Health
Checks



Installation
of Software

Update &
Upgrades



Network
Design &
Document



Resident
Engineers

If the customer can dream it, we can deliver it

Health Check Service



Data Collection Report

OLT and Hardware Data

- ✓ SW Baseline Check and Validation
- ✓ HW Baseline Check and Validation
- ✓ Power and Grounding Evaluation
- ✓ Temperature and Status Evaluation
- ✓ Log Capture and Evaluation

Port, Line, and ONT Data

- ✓ Port Performance Evaluation
- ✓ Fiber / Line Status Evaluation
- ✓ OLT Inventory and Evaluation
- ✓ Database Evaluation
- ✓ Log Capture and Evaluation

Evaluation of Data Collection Report

Provide Final conclusion Report

- ✓ Evaluate for Outliers
- ✓ Evaluate Risks
- ✓ Unexpected Results
- ✓ Confirm Expected Output
- ✓ Recommended Actions

Training

- On-line, Self-Paced Courses
- Learning Management System (LMS)
- On-Site trainer led courses
- Sales training courses
- CC & Expresse training



The **DZS Academy Training Center** provides sales partners with self-paced video training on the DZS access edge network solutions products as well as the consumer experience software solutions. This training will give you the knowledge and insight to how these products can benefit and enhance your customers network...



Broadband CONNECTIVITY

GPON Overview (self-pased)
Velocity Overview (self-pased)
Broadband Product Update (video)



Connected HOME & BUSINESS

Connected Premises Product Update (video)



Mobile & Optical EDGE

Mobile & Optical Edge Update (video)
O-Series Design Training (video)
O-Series Deep Tech Training (multi-video)



Cloud SOFTWARE

DZS Cloud Overview (video)
DZS Exoerience (video)
CloudCheck Demo (video)
DZS Xpress (video)



DZS offers a resident engineer service, designed to help you grow your knowledge with your new solution and support you in your day-to-day operation.

- Augment your Engineering/Support organization with a skilled SME
- Provides continuous on the job training and support to other staff members
- Validates configuration, and set up activity performed by customer staff
- Assist with troubleshooting and fault resolution, ensuring required data collection
- Provides a seamless interface back into DZS for
 - Creating/ Opening Tickets with DZS Support teams
 - Progress on open items
 - New product bulletins
 - Latest SW releases and pending roadmap items
 - Highlighting to DZS team, enhancements unique to your solution and deployment
- Available for Annual Periods



DZS utilizes highly skilled testers and repair technicians to take care of your hardware repair needs.

- Manage all incoming customer communications to GSS (phone, e-mail, web)
- Point of contact for all warranty RMAs
- Provide warranty validation
- Prepare out of warranty repair quotes
- Manage product upgrade/recall programs
- Request failure analysis when required
- Collect on advanced replacement