

Introduction

This Description of Service Offerings is provided by ADTRAN, Inc., to describe the installation and maintenance services generally available under ADTRAN Custom Extended Services (ACES). It is available at <http://www.adtran.com/aces/dso> and is pertinent to services on all ACES products with the exception of IP Telephony products. (The "ACES Description of Service Offerings for Internet Protocol Telephony Products" is available at <http://www.adtran.com/aces/dsoipt>.) This document along with the ADTRAN Manufacturer's Warranty, the ACES Letter of Verification, and the ACES Terms and Conditions cover the agreement between ACES and you, our customer. ADTRAN recommends that you read the documents carefully, as they contain not only the details of the coverage offered by ACES but also your responsibilities in obtaining service. If you have questions about any of these documents, please contact the ACES Business Office during regular business hours.

Contact Information

You may reach the ACES Customer Service Center at **(888) 874-ACES (2237)**, 24 hours a day, 7 days a week, including holidays. For maintenance calls, give the ADTRAN representative your name, company name, Maintenance Plan number (as shown on your Letter of Verification) and the serial number of the equipment for which you are requesting service.

Regular Business Office hours are Monday through Friday, 8:00 a.m. until 5:00 p.m. Central Time. Purchase orders or business correspondence may be faxed to **(256) 963-7956** or emailed to acespo@adtran.com. Any of the ACES staff may be emailed at aces@adtran.com. The ACES Supervisor of Operations, Darrell Eldridge, may be emailed at darrell.eldridge@adtran.com. The Director of EN Technical Support and ACES, Steve Foshee, may be emailed at steve.foshee@adtran.com. Our mailing address is ADTRAN Custom Extended Services, 901 Explorer Blvd., Huntsville, AL 35806.

Services Offered

ACES includes services for installation and maintenance of most Enterprise Networks equipment (CPE) and select Carrier Networks (Telco) equipment manufactured by ADTRAN, as well as for some third party products.

Installation Services

ACES Installation service may be remote, in which an ADTRAN representative is available by telephone to help guide you through the installation, configuration, and testing process, or on-site, in which an ADTRAN representative comes to your place of business to install, configure, and test the equipment for you.

For both remote and on-site installation services, ADTRAN will:

- review and validate the application in which the equipment will be used
- gather circuit/network/application information required for proper configuration of the equipment.
- create and verify equipment configuration.
- optionally pre-configure, stage, test, and ship the equipment to your site.
- coordinate the installation schedule among our representatives, you, and other vendors or providers.
- monitor the installation process, escalating as necessary to you, to other vendors or providers, or within ADTRAN.
- assist in testing the installed equipment and the associated networks and applications to ensure proper operation.

In addition, for an on-site installation an ADTRAN representative will:

- unpack, mount, and configure the equipment.
- connect the equipment to the provider's network and other equipment as specified.
- verify success of power-on self-test and diagnostics.
- load configuration and software images (unless the equipment was pre-configured at ADTRAN).
- demonstrate network connectivity and operation of applications.

ADTRAN will schedule your installation as soon as practical. Coordination, staging, and shipping typically require at least five full business days and depend heavily on the availability of the equipment and support personnel. Expedited scheduling may be available; please see "Additional Charges for Installation" for more information.

Purchasing ACES Installation Services

Purchase orders for ACES Installation may be faxed to the ACES Business Office at (256) 963-7956 or emailed to acespo@adtran.com and should include:

- ACES part number, quantity, and pricing
- reseller contact information including company name, billing address, contact name, email address and phone number
- reseller installation coordinator contact information including name, email address, and phone number
- end-user site information, including company name and street address
- end-user site contact information, including name, phone number, and email address
- requested date of installation
- equipment information, including hardware purchase order number

Customer's Responsibilities for Installation Services

The ACES Installation Project Manager (PM) is your primary point of contact for the entire installation process. To ensure that your installation is successful, you should:

- communicate with the ACES PM, providing appropriate notice for all changes.
- submit site and site contact information including company name, street address, contact name, email address, and phone number.
- collect and submit specific network configuration and technical information as requested. You can help to avoid schedule slips by ensuring that ADTRAN receives complete information no later than five business days prior to the installation to allow for verification and equipment staging. Some examples of the needed information include:
 - a network diagram of the application and all pertinent equipment
 - network service parameters, such as T-1 framing and line coding, frame relay DLCI numbers, channel mapping, or telephone numbers
 - interface configuration and addressing information for other equipment with which the installed equipment will interoperate
 - protocol information and addressing for all supported protocols
 - network security requirements and parameters, such as firewall rules, NAT configuration, etc.
- verify, document, and submit documentation of site qualification to be sure that:
 - the location meets the environmental requirements specified in the equipment documentation.
 - physical mounting points and interfaces are compatible with the ADTRAN equipment.
 - adequate electrical power is available and within reach of the ADTRAN equipment.
 - telephone and/or data circuit lines are mapped and fully installed with proper demarcation, and have been tested and certified by the provider, and the points of demarcation are within six feet (cable length) of the ADTRAN equipment.
 - other equipment or networks to which the ADTRAN equipment is connected are available and accessible, and all interfaces are compatible, and that the networks are capable and properly configured for carrying the network traffic.
- arrange for representatives of other vendors (such as the PBX vendor for voice applications) and providers (such as your telephone company) to be available at the time of installation for configuration and testing of other equipment and networks with which the ADTRAN equipment interacts. ADTRAN can make changes to other equipment only if arrangements are made in advance.
- provide dial-in modem access to the equipment, if possible, to allow remote access for testing and configuration.
- verify that all equipment, supplies, and materials have been received and are on-site and available before the install commences.
- for on-site installations, provide access to the equipment installation location within 30 minutes of arrival of the ADTRAN representative.
- for remote installations, call ADTRAN at the appointed time to begin the installation. You will have been given a ticket number that will help route your call to the assigned TSE.

Your ACES PM will gladly provide appropriate checklists and worksheets to assist you in gathering and submitting the required information and in planning for the installation.

In order to ensure that installations are successful and timely, ADTRAN keeps a tight schedule of events. Last minute schedule changes or event cancellations may result in additional costs to you, so ADTRAN encourages you to notify your ACES PM as soon as practical.

Additional Charges for Installation Services

Beyond the services offered as part of an ACES Installation, ADTRAN can arrange for additional services that are charged separately. In addition, expenses that are unlikely to be incurred by most customers are removed from the up-front cost of the installation and are charged only as necessary. Such expenses include:

- Time and Materials (T&M): hourly rate for services performed beyond those covered by ACES. At your request, ADTRAN can arrange for the on-site Field Service Engineer (FSE) to perform work in addition to the tasks covered in ACES installation.
- Site Not Ready (SNR), Rescheduling, or Cancellation: fees to cover costs of canceling or rescheduling the installation. ADTRAN will waive these fees if three business days' (24 business hours) notice is given.
- After-hours: additional compensation for work outside normal business hours. At your request, ADTRAN can arrange for installation services and support weekdays after hours or on Saturdays, Sundays, or holidays.
- Expedite: fixed rate surcharge to schedule the installation before the next nominally available date. You may request that your installation process be accelerated. The expedite fee helps to offset the additional costs of special processing and rush shipment of the equipment to the site. ADTRAN will grant an expedite request and accept the fee only if the service and equipment are available.
- Multiple Installations: separate charge for installation of additional equipment or installations that occur on more than one day. You may request that ADTRAN install more than one piece of equipment during an installation, or that parts of a single installation be completed on separate days. ADTRAN will price each separately.

Please consult the current ADTRAN price list or contact the ACES Business Office for more specific information and pricing.

Paying for Installation Services

ADTRAN can accept purchase orders for normal installation purchases and credit cards (MasterCard, VISA, or American Express) for additional charges. You may choose to secure the services immediately with a credit card and submit a valid purchase order on the next business day. ADTRAN will send an invoice within 30 days of receiving the complete and correct purchase order unless other arrangements have been made in advance.

Installation Acceptance and Warranty

Upon completion of the installation, ADTRAN will request your written acceptance, indicating that the installation has been completed and that the installed equipment is operating properly. Your expressed or tacit acceptance initiates the 30-day installation warranty, during which ADTRAN will make configuration adjustments to fine-tune the network parameters, provided remote access is available. If you also purchased an ACES Maintenance Plan on the installed equipment, your coverage begins without lapse at the end of the Installation Warranty period.

Maintenance Services

ACES maintenance coverage is highly flexible, offering a variety of options.

Availability

- 7x24 coverage is available any day, any time, including holidays.
- 5x8 coverage is available Monday through Friday (excluding holidays), 8:00 a.m. until 5:00 p.m. at the customer site. For 5x8 coverage, all service time is measured in "business hours." Consequently, four-hour services initiated after 1:00 p.m. will be delivered on the next business day.
- Holidays are New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving, and Christmas Day.
- Availability applies to phone response, replacement equipment delivery, and on-site Field Service Engineer (FSE).

Phone Response

- All coverage includes 30-minute phone response, i.e., telephone contact with a Technical Support Engineer within 30 minutes of the time that the call is received by the ADTRAN Customer Care Center.

Replacement Equipment Delivery

- 4-hour coverage guarantees delivery of replacement equipment within four hours.
- NBD coverage guarantees business-day shipment of replacement equipment for delivery on the next business day. Business days are Monday through Friday, excluding holidays.
- Time is measured from the point at which ADTRAN determines that the covered equipment has failed.

On-site Field Service Engineer

- 4-hour coverage guarantees arrival of an ADTRAN representative within four hours.
- NBD coverage guarantees arrival of an ADTRAN representative on the next business day (Monday through Friday, excluding holidays).
- Time is measured from the point at which ADTRAN determines that the covered equipment has failed.
- The Field Service Engineer will configure the replacement unit using the configuration from the failed unit, if possible, or from a backup copy provided by the customer, if available. If no backup configuration is available, the FSE will attempt to configure the unit based on information provided by the customer.
- All on-site coverage includes transportation of replaced equipment back to ADTRAN. The FSE collects the equipment during the site visit.

Some common combinations of these options are prepackaged and priced for convenience, including:

Package	Phone Response	Availability	Equipment Delivery	FSE Arrival
5x8xNBD	30 minutes	5x8	NBD	
5x8xNBD ON-SITE	30 minutes	5x8	NBD	NBD
5x8x4 ON-SITE	30 minutes	5x8	4 hours	4 hours
7x24x4	30 minutes	7x24	4 hours	
7x24x4 ON-SITE	30 minutes	7x24	4 hours	4 hours

For specific part numbers and pricing, please refer to the current ADTRAN price list. In addition to these common packages, ACES can also be customized to meet more specialized needs. Please contact the ACES Sales Team for more information.

Purchasing ACES Maintenance Services

Purchase orders for ACES Maintenance may be faxed to the ACES Business Office at **(256) 963-7956** or emailed to acespo@adtran.com and should include:

- ACES part number, quantity (number of years of coverage), and pricing
- partner (reseller) contact information, including name, phone number, email address, and billing address
- equipment identification, including part number and serial number for all covered equipment, including modules
- end-user site information, including company name, street address, and equipment location
- end-user site contact information, including name, phone number, and email address

Commencement of Maintenance Coverage

Maintenance coverage typically begins on the day that a complete and correct purchase order is received by the ACES Business Office, but you may request a later date if you wish. ADTRAN requires up to 30 days from the date that the PO is received to ensure that replacement equipment and/or FSEs are available. Further, covered equipment must be functional and in a stable network for 30 days before coverage begins. (Equipment installed by ADTRAN is covered by a 30-day installation warranty to bridge the gap between its installation and the commencement of maintenance coverage.) Expedited processing is offered subject to availability; please refer to the “Additional Charges” section of this document for more information.

Customer's Responsibilities for Maintenance Coverage

To ensure that ADTRAN can provide adequate coverage, you should:

- verify that the equipment is properly installed and is located in a suitable environment as specified in the equipment's documentation. ACES maintenance coverage begins after the network in which the equipment is installed is functional and stable. Installation issues are addressed under ACES Installation coverage.
- provide ADTRAN with the information necessary to maintain the equipment, including such things as a network diagram or configuration information.
- notify ADTRAN at least 30 days in advance of relocating covered equipment so that ADTRAN can ensure that replacement equipment and FSEs are available in the new location.

To invoke coverage, you should:

- call the ACES Customer Service Center at **(888) 874-ACES** (2237) and give the ADTRAN representative your name, company name, Maintenance Plan number (as shown on your Letter of Verification) and the serial number of the equipment for which you are requesting service.
- assist the ADTRAN Technical Support Engineer (TSE) in basic troubleshooting. ACES coverage is available after the TSE determines that the covered equipment has failed. In lieu of troubleshooting, you may elect to provide a purchase order or credit card number to cover any expenses incurred if the failure turns out to be caused by something other than failure of the covered equipment. Please see "Additional Charges" for more information.
- for on-site coverage, allow the ADTRAN representative access to the covered equipment within 30 minutes of arrival.

What is Not Covered in ACES Maintenance

While your ACES Maintenance Plan provides exceptional protection for your equipment, its coverage cannot extend to other equipment or circumstances beyond ADTRAN's control, such as:

- Force Majeure: acts of God, acts of public enemy, freight embargoes, strikes, quarantine restrictions, unusually severe weather conditions, insurrection, riot, and other such causes beyond our control.
- any problems with the covered equipment that existed before the commencement of coverage.
- any problems with equipment not listed on the Letter of Verification, such as other equipment on the customer premises or in the telephone company or service provider's network.
- resolution of software or hardware incompatibilities with third party products.
- wiring or cabling; supply, assembly, installation or maintenance of racks, shelves, or any other physical structure to which the covered equipment is mounted (unless the structure is specifically included in the maintenance coverage); ancillary materials such as power/extension cords.
- equipment that has been altered or modified by non-ADTRAN representatives or damaged due to negligence or willful act or omission, or used other than as specified in the ADTRAN-supplied documentation.
- damage caused by electrical stress, including power fluctuations or lightning.
- design or optimization of the customer's network or the applications that run on it.
- configuration changes required to accommodate changes in the design of the network, or the addition, deletion, or relocation of covered equipment.
- reconfiguration of replacement equipment if the original configuration is not accessible from the failed unit and a backup copy is not provided by the customer, and configuration from scratch cannot be completed within two hours.
- multi-vendor meetings, except when it is subsequently determined that the covered equipment has failed.
- software upgrades, except when the upgrade is intended to address a problem on the equipment under maintenance.

Additional Charges for Maintenance Services

Beyond the services offered as part of an ACES Maintenance Plan, ADTRAN can arrange for additional services which are charged separately. In addition, expenses that are unlikely to be incurred by most customers are removed from the up-front cost of the maintenance plan and are charged only as necessary. Such expenses include:

- Time and Materials (T&M): hourly rate for services performed beyond those covered by ACES. At your request, ADTRAN can arrange for an on-site visit by a trained and skilled FSE.
- No Trouble Found (NTF): fee to cover costs of dispatching replacement equipment and/or an FSE to a customer site if the problem turns out to be something other than the covered equipment. ADTRAN dispatches replacement equipment and/or an FSE when our Technical Support Engineer determines that the covered equipment has failed, in which case we assume all risk of NTF. However, even if we judge that the covered equipment has not failed, you may still request an equipment/FSE dispatch as long as you are willing to bear the risk of an NTF charge. NTF for equipment is a flat rate; NTF for an FSE is at T&M rates.
- Excessive Wait Time: hourly rate for periods during which the FSE is unable to perform the service because of a non-ADTRAN issue. If a non-ADTRAN problem prevents the FSE from starting or continuing the service, you may choose to keep the FSE on site until that problem is resolved. Time accrual begins upon thirty minutes of inactivity and is billed in one-hour increments at the T&M rate.
- Expedite: fixed rate surcharge to commence coverage earlier than the normal start date. You may request that your maintenance coverage start and that replacement equipment be available before the 30-day stocking period. The expedite fee helps to offset the additional costs of special processing and rush shipment of equipment to the appropriate depot. ADTRAN will grant an expedite request and accept the fee only if the service or equipment is available.
- Return Shipping: the cost of returning defective/replaced equipment to ADTRAN; waived for maintenance plans that include on-site service. Equipment that is replaced under ACES coverage becomes the property of ADTRAN. For ACES plans that include on-site service, the FSE will collect the replaced equipment and return it to ADTRAN at no additional cost to you. For plans that do not include on-site service, you are responsible for returning the replaced equipment to ADTRAN.
- Non-returned Equipment: charge for equipment belonging to ADTRAN that is not received within 30 days. Non-returned equipment is invoiced at the current list price.

Please consult the current ADTRAN price list or contact the ACES Business Office for more specific information and pricing.

Paying for Maintenance Services

ADTRAN accepts purchase orders for normal maintenance plan coverage from designated ADTRAN partners. To find an ADTRAN partner in your area, visit <http://www.adtran.com/wheretobuy>. ADTRAN accepts credit cards (MasterCard, VISA, or American Express) directly from customers for additional charges. You may choose to secure the services immediately with a credit card and submit a valid purchase order on the next business day. ADTRAN will send an invoice within 30 days of receiving the complete and correct purchase order unless other arrangements have been made in advance.

Maintenance Plan Renewal

Your maintenance plan is initially in effect for the period shown on your Letter of Verification. You may renew your coverage by ordering from ADTRAN partner. If equipment and/or services are still available, we will extend the coverage without interruption provided we receive the complete and correct purchase order before the expiration date of your current coverage. In the event of a lapse between the expiration date and our receipt of your purchase order, we may require a 30-day reinstatement period to ensure that equipment and services are available. In any case, the equipment is still covered by the original manufacturer's warranty regardless of any lapse in ACES coverage.

Exceptional Service

ADTRAN is known for providing exceptional service to our customers. We welcome your comments and suggestions, and we encourage you to contact us if you have any special requests.