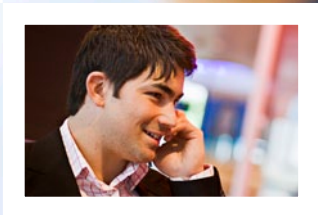


[TEMS™ PRODUCTS]

TEMS™ SUPPORT
IMPROVING YOUR BUSINESS



MULTIPLE LEVELS FOR ANY SUPPORT NEED

Optimize your business with the levels of support best suited to your requirements.

What is more critical to your business?

- Minimizing the risk of downtime?
- Reducing the outage time of your system?
- Access to experts?
- Identifying improvements needed to further reduce your total cost of ownership?
- Having a partner at your side?

TEMS Support offers a range of packages, ensuring that customers worldwide can choose the components and levels of service that best fit their technical environments and business needs. With TEMS Support, our customers consistently reduce their risk and gain maximum return on their investments.

TEMS Support covers the entire Ascom Network Testing Portfolio and provides flexible options for all software and hardware products, as well as for Software License Subscriptions. Support packages are available at various levels of service.

With TEMS Support, our customers consistently reduce their risk and gain maximum return on their investments.



IMPROVING YOUR BUSINESS

Customers are not alike, nor are their business requirements. For customers running time-critical projects, with only short intervals between individual tasks, it is essential to minimize the risk of outages of products or components.

Minimizing the risk of downtime

Customers with valid product support get access to all available patches for their products, which ensures that they always operate with the latest software, proactively avoiding outages or problems. Customers are notified when there are new updates available, including all the relevant information necessary to decide if they would benefit from particular updates. Ascom Network Testing also offers a full subscription for new software, to provide customers with hassle-free access to all new software releases. Customers then have only to decide on whether they want to install them or not.

Reducing outage time

TEMS Support offers various options to minimize the downtime of products at the customer's site, and defined response times take customers' different requirements and business environments into account. For customers who face tough time lines on projects or commitments, the improved Service Level Agreement (SLA) definitions provide up to three times faster response than with the Basic Product Support package. Remote access to each customer's product is by default included in all TEMS Support offerings, which dramatically facilitates the troubleshooting process. This, in turn, further reduces troubleshooting time and ultimately shortens the duration of system outages. If a problem cannot be rectified remotely and it requires verification on site, TEMS Support offers critical on-site support.

What is important for software is even more critical for hardware, since hardware cannot be repaired remotely. Repair lead times are different for various products, and begin with the receipt of the broken unit. Ascom Network Testing has from five to 15 days to return the repaired unit, depending on the customer's support package.

Access to the experts

Access to the full range of Global Help Desk services – the ability to file service requests, trigger hardware repair issues, or request new licenses – is as important as access to

the Technical Help Desk. With the Global Help Desk, customers have access to services 24 hours a day, 7 days a week. Our Global Help Desk agents ensure the correct registration of each request and its prioritization. Technical requests which cannot be directly resolved are forwarded to the appropriate Technical Support teams in the customers' regions, and responses take place within the time frames defined in the customers' product support packages.

In addition to direct phone contact, customers have access to a Web ticketing system, which not only allows new tickets to be filed, but also permits customers to follow up on ongoing engagements and to review past tickets.

Identifying improvements required to reduce total cost of ownership

Operating a complex system is a team effort involving those administering the system, those operating the system, and those processing the retrieved data. In order to minimize the operational costs at every point, it is essential to evaluate the support demand and evaluate potential options to improve the system, its operation, and the competence of those working with the system. The TEMS Support offering provides a simple but effective way to allow the analysis of support requests. Quarterly or even monthly service request reports are available for our customers, allowing the analysis of the number of tickets, the types of tickets, and any problems or questions.

Having a partner at your side

Systems running in a diverse organization with multiple users can be challenging to manage and verify. Therefore, a technical account manager is tasked with streamlining the communication between the customer, our support organization, and the development organization. This ensures that customers have an advocate working on their behalf within our organization. The technical account manager is the direct contact when customers require additional support, want to escalate a service request, or want to plan the future rollout of a system.

The technical account manager monitors the performance of tickets on the customer's behalf and meets regularly with the customer to jointly decide on improvement areas and actions to be taken based on their findings.

PRODUCT SUPPORT

Get the essential technical support you need, at the level that matches your requirements, and minimize your risk.

BASIC LEVEL

The first level of Product Support provides essential technical support and information services.

Global Help Desk access

The Global Help Desk is the main interface between the TEMS Support organization and our customers. For customers wishing to create service requests, it provides 24x7 coverage by phone, e-mail, or Web access worldwide. License requests, repairs, and common technical questions can be handled directly, whereas technical requests requiring further investigation will be forwarded to the respective technical support and maintenance team.

Technical support and maintenance

With the technical support and maintenance option you receive the essential coverage of technical support with basic response times and access to updates, which are usually corrections.

Information services

Customers who choose Product Support – Basic are always informed about new releases, updates, patches for their software or systems. In addition, they can check the status of their services or file new service requests at any time.



Further reduce outage time with up to three times faster responses.

PLUS LEVEL

Product Support – Plus provides highly efficient technical assistance when a reliable, reactive response is called for. This is the right choice for non-critical applications and solutions.

Technical support and maintenance

Product Support – Plus includes all the technical support capabilities of the Basic package, along with enhanced response times for up to three times faster problem resolution than with the Basic package. If the customer experiences a critical problem that cannot be resolved remotely, Ascom Network Testing can dispatch an engineer for further investigation and resolution. Only travel and expenses will be charged.

Information services

In addition to the information services provided by the Basic option, Plus customers receive a Quarterly Summary Report detailing all their service requests for the previous three months. This report provides a valuable overview of the number and types of issues that have arisen during the quarter.

Have a partner at your side identifying improvements to further reduce the total cost of ownership.

PREMIUM LEVEL

The highest level of Product Support provides the ultimate in proactive, managed support. The result is the peace of mind that comes from maximizing the value of investments in business-critical applications and solutions. Product Support – Premium includes all the technical support elements in the Plus package, as well as the following enhanced services:

Information services

With the Monthly Review Report, provided by the technical account manager, customers get a more frequent overview of their service histories on a regular basis. The report is also used by the technical account manager to discuss with customers changes and improvements in the system.

Technical account management

The technical account manager ensures that customers get the most out of their investments. The technical account management function proactively monitors SLA performance and identifies trends. Acting as a customer advocate, the technical account manager triggers possible improvement tasks and coordinates possible escalations. These managers hold regular review phone meetings with customers and make suggestions about how to further improve system usage to maximize returns on investments.

HARDWARE MAINTENANCE

Secure your investment and reduce your outage time based on your critical hardware needs.

BASIC LEVEL

The first level of Hardware Maintenance provides essential assistance to keep equipment performing at its best.

Spare part management

Spare parts and replacement items for components are available throughout the lifecycle of the hardware unit.

Repair service

Repairs and replacement of defective parts are performed, with the service including the costs for labor and shipment back to the customer but excluding the cost of materials used.

Return merchandise authorization turnaround time

Repaired or replaced parts will be shipped back within 15 working days after receipt of the defective parts.

PLUS LEVEL

Hardware Maintenance – Plus includes all features of the Basic package, as well as the following:

Repair costs of goods

Repairs and replacement of defective parts are performed, with the service including the costs for labor, materials, and shipment back to the customer.

PREMIUM LEVEL

Hardware Maintenance – Premium includes all features of the Plus package, as well as the following:

Enhanced return turnaround time

Repaired or replaced parts will be shipped back within five working days after receipt of the defective parts, reducing downtime of the system.



SOFTWARE LICENSE SUBSCRIPTION

PLUS LEVEL

Software License Subscription – Plus options include the following features:

- Release notes containing lists of bug fixes, new features and functions, and known limitations
- Product documentation updates including additions and changes to user documentation
- Access to all minor software updates, upgrades, and patches
- Not included are new or expanded functions or options that Ascom declares to be chargeable.

PREMIUM LEVEL

In addition to all the features in the Plus package, Software License Subscription – Premium includes access to all evolutionary software releases (major upgrades).

Not included are new or expanded functions or options that Ascom declares to be chargeable.

ADD-ON COMPONENTS

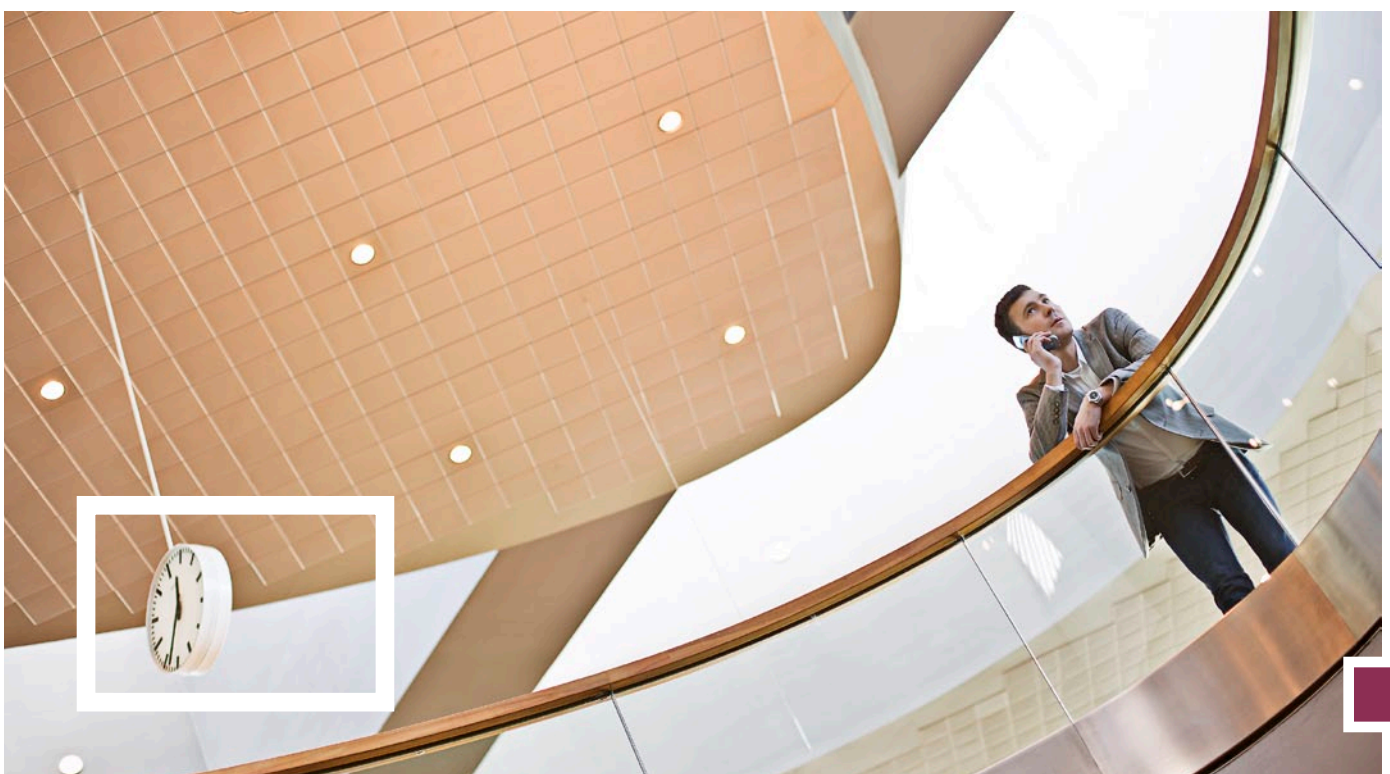
Installation support

If installation services are required for either the initial setup or for the implementation of upgrades and updates, Ascom can provide the respective installation service on a daily rate.

Educational services

Educational services, such as on-site, hands-on mentoring or training, are not included in the TEMS Support offering and can be obtained separately.

In addition to all the features in the Plus package, TEMS Software License Subscription – Premium includes access to all evolutionary software releases (major upgrades).



Product Support Options

Service component	Features	Basic*	Plus	Premium*
Help Desk	Global Help Desk access **	Included	Included	Included
	Access to Web ticketing system	Basic	Enhanced	Enhanced
	Escalation management	Included	Included	Included
	Customer Satisfaction Survey	Included	Included	Included
Technical Support & Maintenance	Response times	Basic	Enhanced	Enhanced
	Remote access	Included	Included	Included
	Software corrections (updates, patches)	Included	Included	Included
	Status updates and action plans	-	Included	Included
	Critical onsite support	-	Included	Included
Information services	Product information services	Included	Included	Included
	Frequently asked questions (FAQs)	Included	Included	Included
	Service review reports	-	Quarterly	Monthly
Technical account management (with technical account manager)	Direct access to technical account manager (phone, e-mail)	-	-	Included
	Support Delivery Plan	-	-	Included
	Active service level monitoring	-	-	Included
	Service request monitoring and trend analysis	-	-	Included
	Escalation coordination	-	-	Included
	Review phone meetings and reporting	-	-	Included

*Product Support – Basic and Product Support – Premium are available for selected products.

**Phone and e-mail not available in Russia and China.

Hardware Maintenance Options

Service component	Features	Basic*	Plus	Premium*
Hardware Maintenance	Spare parts management	Included	Included	Included
	Repair service	Included	Included	Included
	Repair costs of goods	-	Included	Included
	RMA turnaround time (from receipt until shipment)	15 working days	15 working days	5 working days
	Shipment from Ascom to customer	Included	Included	Included

*Hardware Maintenance – Basic and Hardware Maintenance – Premium are available for selected products.

Software License Subscription Options

Delivery component	Features	Plus	Premium
Software License Subscription	Release notes	Included	Included
	Product documentation updates	Included	Included
	Minor upgrades, updates, and patches	Included	Included
	Major upgrades	-	Included