

BTI ServiceLink

Operational Network Services Overview



ServiceLink Overview

ServiceLink is a comprehensive portfolio of pre- and post-network deployment services designed to ensure efficient deployment and assist you with uninterrupted operation of your networks. **ServiceLink** provides a set of services that are available for the duration of BTI's standard product warranty and enhanced services that ensure your network is optimized to work efficiently, has the latest features and capabilities available, and provides direct access to network support engineers (remote or on-site) for upgrades or issue resolution.

ServiceLink	Network Consultancy Services	
	Network Deployment Services	
	Operational Network Services	

The **ServiceLink** portfolio offers three customizable suites of services including Network Consultancy Services, Network Deployment Services, and Operational Network Services.

- Network Consultancy Services - Evaluate your technical, business, and customer requirements and provide customized and strategic recommendations for your network

- Network Deployment Services - Assist and simplify deployments and provide you with the essential knowledge to expertly operate your network
- Operational Network Services - Support you during network modifications, inform on product updates and changes, and rapidly respond to network-related questions

Operational Network Services

ServiceLink's Operational Network Services suite provides proactive and 24/7 on-demand technical support capabilities to ensure your network is running efficiently and optimized to address requirements.

The suite offers 4 customized options to meet technical and operation requirements.

- **ServiceLink**—Complementary support during the product warranty period
- **ServiceLink Plus**—Comprehensive network operations support
- **ServiceLink Plus On-Site**—**ServiceLink Plus** complemented by on-site support
- **ServiceLink Plus per Incident**—on-demand support for network operations

<u>ServiceLink</u>	<u>ServiceLink+</u> <i>plus</i>	<u>ServiceLink+</u> <i>plus on-site</i>	
✓	✓	✓	Technical Assistance Center 8x5 basic and 24x7 emergency support Warranty RMA processing and coordination
✓	✓	✓	Minor Software Release (X.X.X) updates
✓	✓	✓	ServiceLink Web Portal Access
✓	✓	✓	TechConnect e-mail product bulletins
	✓	✓	Technical Assistance Center 24x7 unlimited technical support
	✓	✓	Major Software Release (X.X) updates
	✓	✓	Scheduled Installation & Updates Support—remote
	✓	✓	Advanced Replacement Program
	✓	✓	Product Training
		✓	On-Site Technical Support

ServiceLink

Complementary Service | Basic Technical Support

ServiceLink is included with your purchase and provides coverage across all hardware and software components, including Network Elements, Network Element software and network management Software for a period of twenty-four (24) months from shipment date of the product.

- Technical Assistance Center
 - 8x5 Basic Support: Direct access to Network Support Engineers to resolve technical and operational issues related to functional problems with BTI hardware and software components. Next business day response will be provided for non-service effecting inquiries and e-mailed support inquiries
 - 24x7x365 Emergency Support: Direct access to Network Support Engineers for clients who have experienced a network outage or service effecting problem requiring immediate BTI expertise to resolve technical and operational issues related to BTI hardware and software
 - Software Release Updates: Minor maintenance releases (X.X.X), as required
 - **ServiceLink** Web Portal & TechConnect: Stay Informed, find answers, and get help using **ServiceLink**'s online portal with access to technical documentation, data sheets, product notices and training material. Product bulletins with BTI's TechConnect email notification system are also provided direct to your inbox

ServiceLink Plus

Comprehensive Technical Support | Advanced Replacement | Feature Updates | Training

ServiceLink Plus provides enhanced services to ensure your network is optimized to work efficiently, has the latest features and capabilities available, and provides direct access to network support engineers for upgrades or issue resolution.

- Includes all elements of **ServiceLink**
- Technical Assistance Center
 - 24x7x365 Unlimited Technical Support: Direct access to Network Support Engineers around the clock to respond to questions and provide assistance during installations, provisioning, network troubleshooting, or adds/moves/changes
- Software Release Updates: Major software release (X.X)
- Advanced Replacement Service: Provides next business day advanced replacement of any failed or defective components in advance of returning the failed component to BTI Systems.
- BTI Product Training: Provides access to six (6) training seats annually in any regularly scheduled training classes

ServiceLink Plus On-Site

Comprehensive Technical Support | Advanced Replacement | Feature Updates | Training | On-Site

ServiceLink Plus On-Site provides the same enhanced services as **ServiceLink Plus** with the addition of Network Support Engineering staff available for on-site support during planned network installations, upgrades, and adds/moves/changes.

- Includes all elements of **ServiceLink Plus**
- On-Site Network Engineering Support

ServiceLink Plus per Incident

Comprehensive Technical Support | Pay-as-You Go

ServiceLink Plus per Incident provides enhanced support on an as-needed basis, providing access to Network Support Engineering staff for planned and unplanned network events.

- Per Incident, Fee-based Support: Direct access to Network Support Engineers to provide assistance during installations, provisioning, network troubleshooting or adds/moves/changes for a single project or incident.

More Information

BTI Systems maintains an ISO 9001:2000 registered quality management system and is compliant with TL9000 response time metrics for telecommunications equipment providers.

Product Warranty

BTI Systems offers a complementary 24 month product warranty, which can be extended up to 5 years either via an automatic annual renewal or 5-year subscription purchase program independent of ServiceLink.

Operational Network Services Terms/Subscription Duration

ServiceLink Plus offerings can be purchased for coverage up to 5 years from the date of purchase. Subscription offerings include automatic annual renewal, a 5-year purchase, or on a per-incident basis.

Please visit www.btisystems.com, contact your BTI Systems Sales representative, or e-mail BTI Global Services directly at support@btisystems.com for more information. A personalized briefing can be set up with **ServiceLink** staff to answer all your questions if required.

Service PEC Codes	Per-Incident	Year 1	Year 2	Year 3	Year 4	Year 5	5-Year
ServiceLink Plus		BTSL02AA	BTSL02BA	BTSL02CA	BTSL02DA	BTSL02EA	BTSL02FA
ServiceLink Plus On-Site		BTSL03AA	BTSL03BA	BTSL03CA	BTSL03DA	BTSL03EA	BTSL03FA
ServiceLink Plus Per-Incident	BTSL01AA						
Extended Warranty				BTSWS001	BTSWS002	BTSWS002	BTSWS004
Advanced Replacement		BTSR01DA	BTSR01DA	BTSR01DA	BTSR01DA	BTSR01DA	BTSR01DB
NE Software Subscription		BTSS01AA	BTSS01BA	BTSS01BA	BTSS01BA	BTSS01BA	BTSS01CA
Management System Software				BTSWM001	BTSWM001	BTSWM001	BTSWM002

