

On-Site Maintenance from NetCare Services

Lucent Technologies NetCare® Services offers On-Site Maintenance Services to those customers who require a four-hour response time. Travel, labor, and parts are included in a single annual fee. Standard Coverage is Monday – Friday, 8AM to 5PM local site time (excluding holidays). Premium Coverage is 24 hours a day, 365 days per year.

Type of Service	NETCARE STANDARD ON-SITE SUPPORT SERVICE	NETCARE PREMIUM ON-SITE SUPPORT SERVICE
Geographic Area	Continental USA	Continental USA
Coverage	Remote Tech Support + On Site Technician	Remote Tech Support + On Site Tech
Hours	8AM-5PM (local site) M-F, exc. holidays	24 x 7, 365 days per year
Response Objective (Remote)	15 Min – Urgent 1 Hour Remote	15 Min – Urgent 1 Hour Remote
Response Objective (On-Site)	4 Hours	4 Hours
Trouble Resolution Objective	4 Hours	4 Hours
Performance Metric Objective	TBD	TBD
Email Support M-F	24 hour Response	24 hour Response
Spare Parts	Tech Delivers	Tech Delivers
H/W & S/W Fixes*	Included	Included
Upgrades*	Included	Included
Cost of Service	Annual Fee	Annual Fee
Out of Hours	Current Hourly Rate	Included
Parts Repair	Included	Included
Notes:	Dispatched through Tampa Operations Center	Dispatched through Tampa Operations Center

* Customer installable

