



Remote Installation Services

Lucent Technologies Remote Access Business Unit offers two options for remote installation support over the telephone:

Hardware Installation and System Software Configuration Service is provided at no charge and is designed to aid customers who perform their own installations. Up to one hour of remote assistance is provided by our staff of data networking experts. Technical support specialists configure remote units for maximum performance and test all routing connectivity. Service is available during standard business hours, which are Monday through Friday, 7am to 5pm PST (excluding holidays).

Network Design and Integration Services provides assistance with the design, installation and configuration of products that go beyond the standard installation/configuration activity. Professional services include network design, circuit provisioning, creating and testing filters and configuration of multi-vendor products in your network. The Remote Access Business Unit serves as a single point of contact to simplify network implementation, while reducing costs associated with processing multiple purchase orders and vendor payments. Pricing is based on an hourly rate and is dependent upon the number of units to be configured.

| Type of Offer: | INSTALLATION & CONFIGURATION Hardware Installation Setup | NETWORK DESIGN & INTEGRATION Enhanced Integration Service |
|---|--|---|
| Definition: | Verifies that unit(s) operate to design specs and works within the existing network environment | Provides professional services beyond standard installation/configuration |
| Requirements: | Customer installs unit(s); unpacks, assembles, connects console and cables, powers up and performs self test | Customer must have purchased Remote Access Business Unit Products or Services |
| Network Design | Provided by Customer or pre-sales | Lucent completes |
| Circuit Provisioning | Customer completes prior to install | Lucent completes |
| Toll Free Access to Lucent Help Desk* | 7AM-5PM PST, up to one hour of support | 7AM-5PM PST |
| Configuration | Set Dip Switches, Ethernet Ports, global parameters, async ports, ISDN ports, and netboot/upgrade ComOS | Configure routing OSPF or BGP parameters Configure Multi-Vendor products |
| Set up Tables | Set up user table, location table, and enable modem table | Set up RADIUS user files |
| System Verification by Lucent | Verify configuration, network connectivity and options | Verify configuration, network connectivity and options |
| Configuration Back Up & System Recovery | Customer completes | Lucent designs and tests |
| Filters | Customer completes | Lucent creates & tests filter list |
| Cost of Service* | No Charge | Hourly rate, environment dependent |

* Appointment must be scheduled with minimum 24 hour notice, Monday through Friday, except holidays.

