ORACLE

Oracle Communications Network Premier Support

Oracle's comprehensive line of communications hardware and software enables customers to manage and monetize the explosive growth in mobile data traffic and multimedia applications. With Oracle's global support service and telecom expertise, you can leverage the full potential of Oracle communications hardware products.

Integrated support. Incredible results.

With Oracle, you receive unparalleled expert support when you need it, on a global scale. Oracle Communications Network Premier Support helps ensure continuity of service, while helping control and manage annual maintenance costs by providing:

Complete system coverage. Rather than dealing with multiple vendors and receiving disjointed support for communications hardware and software, you can access one comprehensive support solution. Oracle Communications Network Premier Support includes support coverage for Oracle communications network hardware and integrated software (including integrated software options) from a single source.

Access to service request assistance 24/7. Your staff has immediate access to assistance and the ability to log service requests through Oracle Support. Additionally, non-technical customer service is available during normal business hours. We provide fast answers and proven solutions based on our experience supporting more than 300 communications service providers in over 100 countries. You can rest assured our telecom experts are there when you need them to help you address the demand of increasingly complex networks.

Essential product updates. The service includes updates for integrated software and integrated software options - access to bug fixes, feature updates and security alerts to help keep your system current and secure.

Rapid-response support. When you require hardware or integrated software assistance, we are ready to respond – within 15 minutes for Severity 1 and 2 service requests. Oracle Communications Network Premier Support provides Telco-enhanced Service Level Standards (SLS) for remote response, restoration, and resolution time frames. Our highly trained technicians leverage their experience diagnostic tools, and vast knowledgebase to quickly troubleshoot and resolve issues to get your network back on track quickly and effectively.

Complete Support for Oracle Communications Hardware and Integrated Software

Features

- Advanced parts replacement shipped within 48 hours of Oracle's acknowledgement that a replacement part is required.
- Updates for integrated software and integrated software options (ISO).
- Telco enhanced Service Level Standards (SLS).
- Program updates, fixes, and security alerts for integrated software.
- 24/7 technical support and service request assistance.

Benefits

- Access to world-class network reliability and support.
- Help ensure continuity of service and assist with the control and management of annual maintenance costs.
- Access updates, fixes, and security alerts without additional support fees.
- Gain operational efficiency and higher IT productivity by leveraging Oracle's scale, core competencies and telecom expertise.

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Oracle Communications Network Premier Support Remote Response Times

Complete system support covering Oracle Communications hardware, integrated software, and integrated software options. Includes remote installation and assistance with integrated software and integrated software options.*

Response Times**	• Severity 1 Response Time – 15 minutes • Severity 2 Response Time – 15 minutes • Severity 3 Response Time – reasonable effort
Remote Restoration Times***	• Severity 1 Remote Restoration Time – 6 hours • Severity 2 Remote Restoration Time – 48 hours • Severity 3 Remote Restoration Time – reasonable effort
Resolution Times****	• Severity 1 Resolution Time – 30 days • Severity 2 Resolution Time – 30 days • Severity 3 Resolution Time – 180 days
Advanced Parts Replacement	Shipped within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary
Remote Installation of Integrated Software (including integrated software options)	Included* (only for Oracle Communications Eagle Hardware)

* Remote Installation of integrated software and integrated software options is only included for Oracle Communications Eagle Hardware.

** Response Time – The elapsed time beginning when you create a service request until Oracle first responds to you.

*** Remote Restoration Time – The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) Integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.

**** Resolution Time – The elapsed time beginning when you create a service request to when your issue is resolved.

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