

Tellabs Support Agreements

Manage cost and availability of your network while protecting revenue and extending the operational life of your network assets

Overview

Your customers demand a high level of network availability and performance. When your network operates at anything less than peak efficiency, the result can be lost customers and revenue, default of service level agreements, negative press and increased costs. Delivering and sustaining the highest quality of service to your customers while achieving aggressive Capital Expenditure (CapEx) and Operational Expenditure (OpEx) objectives are imperative to the success of your business.

Tellabs® Global Services understands these challenges. Our Support Agreements include technical and operational services to help reduce network problems, lower your cost of ownership, maximize product reliability and performance, and increase your operational efficiency.

Tellabs Support Agreement Features

Tellabs Support Agreements contain a comprehensive set of features that are available worldwide for all Tellabs products. Our portfolio of Support Agreements incorporates the following features in combinations specifically designed to align to your operational requirements:

- **Remote Technical Support** — Access during business hours or on a 24x7x365 basis to Tellabs Technical Assistance Center (TAC) engineers for remote technical support.
- **Online Technical Support** — Web access to the latest Tellabs product documentation, product notifications, a knowledgebase system for frequently asked questions, solutions for commonly asked technical or operational issues and other Web-based support tools, such as downloads, scripts, etc. This service also includes a Web interface to Tellabs TAC for online case reporting, monitoring and resolution.
- **On-Site Technical Support** — A Tellabs Field Support Engineer is dispatched to your site after Tellabs determines that the product issue cannot be resolved remotely.
- **Hardware Repair** — Out-of-warranty repair services for faulty Tellabs hardware. Tellabs will repair the faulty Tellabs hardware within 15 business days from receipt at the Tellabs Repair Center.
- **Advance Replacement** — Express delivery of a like-for-like replacement when a Tellabs Technical Support Engineer determines a replacement unit is required to resolve a product issue prior to returning the faulty hardware to Tellabs.
- **Access to Updates** — Access to the latest generally available feature package fixes, patches and maintenance releases, when and if available, for the applications you have licensed from Tellabs.
- **Access to Upgrades** — Access to the latest generally available major feature package releases, when and if available, for the applications you have licensed from Tellabs.



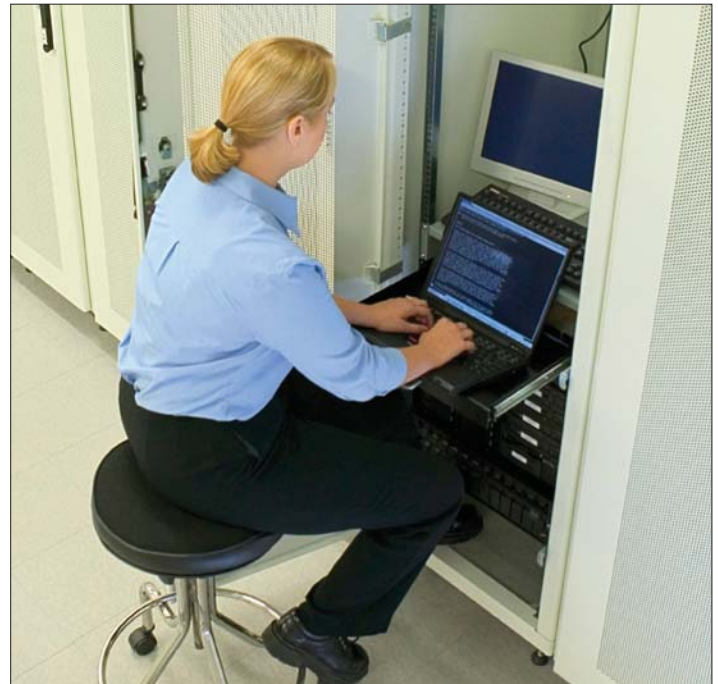
Customers leverage a Tellabs Support Agreement to protect their network investment and reduce the risk of network downtime.

I Have Warranty Coverage – Why Do I Need a Support Agreement?

A warranty offers assurance that Tellabs products will perform to applicable specifications and provides repair services to address manufacturing defects throughout the warranty period. The significant difference between a Tellabs Support Agreement and the Tellabs standard warranty is that a Tellabs Support Agreement covers support of the functionality of equipment throughout the Support Agreement term, while the Tellabs standard warranty covers defects in hardware materials and workmanship during the warranty period. Tellabs Support Agreements can also deliver much more extensive coverage during the warranty period (for example — remote and on-site technical support, faster repair turnaround times and advance hardware replacement) and provide you with the reassurance that your questions and issues are taken care of quickly and efficiently.

Tellabs offers Support Agreements designed to meet your unique technical and maintenance needs. The table below highlights our Support Agreements:

Features	Tellabs Support Agreements	
	Standard	Proactive
Remote Technical Support 24x7	✓	✓
Online Technical Support	✓	✓
On-Site Technical Support	Optional	✓
Hardware Repair	Optional	✓
Advance Replacement	Optional	✓
Access to Updates and Upgrades	Optional	✓
Designated Support Manager		✓
Update and Upgrade Planning		✓
Update Installation		✓
System Audit		✓



- **Update and Upgrade Planning** — Development of a tailored plan including recommendations for applicable Updates and/or Upgrades required for optimal product performance. Update and Upgrade Planning may consist of verifications and checks on the hardware, feature package and product configuration of Tellabs network element management system and identification of any modifications required prior to installing new Updates/Upgrades.
- **Update Installation** — A Tellabs technical engineer installs Updates required to keep your network current. This may be provided remotely or on-site, at Tellabs’ discretion.

- **Designated Support Manager** — A Tellabs technical/business resource works one-on-one with you to facilitate the timely resolution of operational issues; plan, coordinate, manage and direct service delivery; conduct services review meetings; control service quality; and maintain your overall satisfaction with the services delivered as part of a Tellabs Support Agreement.
- **System Audit** — Scheduled inspections via remote connections and on-site visits to identify areas of concern that could impact product functionality and network performance.

Tellabs Support Agreements provide the support and value you need to maintain high quality network performance and control operational costs.

FEATURES	BENEFITS
Remote Technical Support 24x7	Increase Network Availability <ul style="list-style-type: none"> – Prevent potential technical issues – Accelerate resolution of problems – Reduce total outage duration – Access to advanced expertise
Online Technical Support	Reduce Time Spent on Troubleshooting <ul style="list-style-type: none"> – Stay informed with instant access to the latest case status – Monitor, update and review current case history for all technical transactions related to your network – Avoid upkeep of large technical libraries – Obtain direct 24x7 access to the most recent information and tools required to manage and operate your network – Address common network questions and issues quickly – Enable real-time, on demand access to global knowledge database, support tools and technical experts
On-Site Technical Support	Improve Network Uptime <ul style="list-style-type: none"> – Offset the absence of your local expertise – Leverage Tellabs technical expertise for fast, accurate resolution – Avoid economic damage due to downtime or service degradation
Access to Updates*	Protect Network Investment <ul style="list-style-type: none"> – Increase network stability and reliability – Check and maintain that the network is operating at peak performance – Extend the operational life of your Tellabs products
Access to Upgrades*	Extend Operational Life of Network <ul style="list-style-type: none"> – Take advantage of improvements as they become available – Evolve and enhance your network to meet changing business requirements – Keep pace with product innovations without additional capital expenses – Reduce the total cost of ownership of applications
Update and Upgrade Planning	Increase Efficiency of Operations <ul style="list-style-type: none"> – Minimize rework by verifying all critical items before installation – Simplify the roll-out and implementation of new feature package versions – Minimize inconsistent revision levels

FEATURES	BENEFITS
Update Installation	Realize Consistent Practices <ul style="list-style-type: none"> – Attain peace of mind that applicable Updates are installed across entire network – Assist and check that Update installations are performed according to specification and are completed in a timely and efficient manner – Minimize improper installation procedures – Free your resources to focus on core business activities
Hardware Repair	Reduce Your Maintenance Budget <ul style="list-style-type: none"> – Avoid variable expenses – Reduce budgeting and administrative efforts by removing the burden of processing individual purchase orders/payments for each repaired unit – Minimize time spent planning and managing your maintenance budget
Advance Replacement	Improve Customer Satisfaction <ul style="list-style-type: none"> – Maximize network reliability and quality – Reduce risks of potential network downtime – Enable faster replacement for defective equipment – Minimize inventory levels (capital savings)
Designated Support Manager	Enhance Profitability and Reduce Risk <ul style="list-style-type: none"> – Support business needs with proactive planning, risk management and regular performance reviews – Simplify support processes and support delivery – Reduce staff hours dedicated to performing preventive support and maintenance – Improve employee productivity by removing burden of day-to-day operations – Reduce costs associated with planning operations budget and administering operations services – Protect revenue by securing expert resource availability and priority response (single point of contact)
System Audit	Improve Your Bottom-line <ul style="list-style-type: none"> – Optimize equipment functionality – Improve network reliability – Provide regular preventative maintenance – Avoid service interruptions by detecting product issues early, thereby protecting revenue – Improve end-user satisfaction by delivering proactive maintenance and support; resulting in a more robust network

* When and if available for select products

Ordering and Availability

Tellabs Support Agreements are available now. For more information, please consult your local Tellabs sales representative or regional sales office.

Pricing

Pricing for Tellabs Support Agreements is based on an annual or multi-year prepaid subscription term. Support fees are calculated as a percentage of the value of the supported product base. Quarterly payment options are available.

Summary

Tellabs delivers high-quality support services to our customers on a worldwide basis that reflect and reinforce our customer commitment. Our support services help you receive the optimal performance from the Tellabs products you buy — from the time of purchase throughout the lifecycle of your network. Tellabs Support Agreements help you optimize product performance, speed time-to-market and reduce cost of ownership.

Tellabs® Global Services

Tellabs Global Services delivers quantifiable results that help you succeed. Our deep expertise and specialized services are designed to help reduce costs, optimize performance, minimize risk and speed time-to-market. We solve the complex business, technical and operational challenges you face in deploying advanced networks — anywhere in the world. Tellabs Global Services' reputation for providing a better customer experience is the result of an open and honest approach, the ability to provide an objective viewpoint and dedication to customer satisfaction.

About Tellabs

Tellabs helps customers succeed through innovation. That is why many of the top global telecom service providers choose our mobile, optical and business solutions. We help telecom service providers, independent operating companies, MSO/cable TV companies, enterprises and government agencies get ahead by adding revenue, reducing expenses and optimizing networks. With wireless and wireline networks in more than 90 countries, we enrich people's lives by innovating the way the world connects™. Tellabs (Nasdaq: TLAB) is part of the NASDAQ Global Select Market, Ocean Tomo 300™ Patent Index, the S&P 500 and several corporate responsibility indexes including FTSE4Good and eight KLD indexes. www.tellabs.com

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