



Global Services and Support

Customer Experience Organization



Customer Care

- Tech Support and RMA Leads
- Global Customer Care
 - Common Process and Practice
 - Regional Tier 1 & 2
 - Tier 3 Escalation
 - Hardware and Software
 - RMA



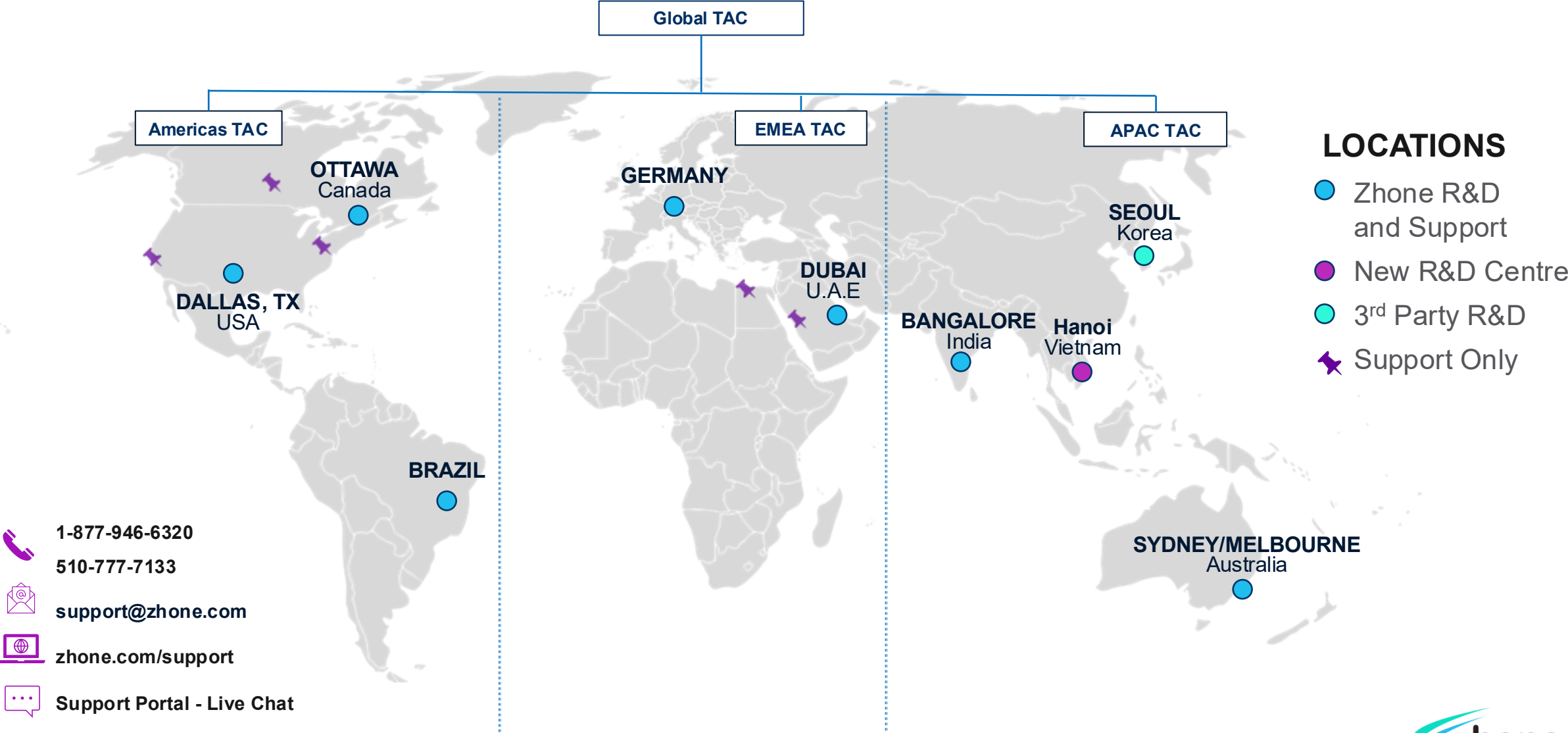
Customer Success

- Success Leadership
- Deploy/Onboarding/Knowledge
 - Onboarding and Success
 - Project Management
 - Pro Services
 - Knowledge Services (Live, Online, Certification)



Welcome to the Zhone Academy
Training Center

Global Support and Services Team



What comes with an SLA?



- 24/7 Global Support
- Follow the Sun Tier 1
- Customer Expertise



- Bug Fixes
- Product Enhancements
- Product Expertise



- Product Documentation
- Tech/Security Bulletins
- “How to” Information



- Security Enhancements
- Security Bulletins
- Accreditation & Standards



- Customer Portal
- 24/7 Access to Cases
- Self Paced Learning



- Repair and Return
- Advanced Replacement*
- RMA and SLA Admin

Service Provider SLA KPIs

Technical Assistance Center - Support Services to assist during Break/Fix situations - Support by phone, e-mail, online portal		Online Customer Support Portal provides 24x7 access to: - Case Creation or Case Status review ³ - Software maintenance (Fix Content) - Documentation and Product Bulletins - Knowledge and Basic Training				
Priority	Length Of Term	Critical (Outage)	Critical	Major	Minor	
Definition	Period of Time Technical Support is available	System Down with more than 100 Subscribers out of Service	Critical Impact to less than 100 subscribers / Resiliency lost / Service severely Degraded	Some Service Degradation / Intermittent Issue	Non-Service Affecting / Documentation / Query	
Std Warranty	Available Support Hrs First Response Restoration or Workaround Resolution	90 Days ²	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹
Bronze	Available Support Hrs First Response Restoration or Workaround Resolution	Defined by Contract	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹	8x5 (Regional Office) Best Effort ¹ Best Effort ¹ Best Effort ¹
Bronze Plus	Available Support Hrs First Response Restoration or Workaround Resolution (if SW Fix)	Defined by Contract	24x7 15 Mins 4 Hours 2 Days (30 days)	24x7 15 Mins 8 Hours 7 Days (30 days)	8x5 (Regional Office) 4hours 7 Days 15 Days	8x5 (Regional Office) 1 Business Day 30 Days Next Release
Silver	Available Support Hrs First Response Restoration or Workaround Resolution (if SW Fix)	Defined by Contract	24x7 15 Mins 4 Hours 2 Days (30 days)	24x7 15 Mins 8 Hours 7 Days (30 days)	8x5 (Regional Office) 4hours 7 Days 15 Days (30 Days)	8x5 (Regional Office) 1 Business Day 30 Days Next Release
Gold	Available Support Hrs First Response Restoration or Workaround Resolution (if SW Fix)	Defined by Contract	24x7 15 Mins 4 Hours 2 Days (30 days)	24x7 15 Mins 8 Hours 7 Days (30 days)	8x5 (Regional Office) 4hours 7 Days 15 Days (30 Days)	8x5 (Regional Office) 1 Business Day 30 Days Next Release

Notes

- Note¹** Telephone assistance for Std Warranty and Bronze customers contains “best effort” support based on priority of tickets and availability of engineers.
- Note²** Std Warranty Technical support is 90 Days. An accompanying SLA would be required should Tech Support beyond 90 days be required.
- Note³** 24x7 Critical Issues must be called in via the support number - 1-877-946-6320 or 510-777-7133, prompt #3, #1.



SLA Tailored Your Way

Program Description	Std Warranty	Bronze	Bronze Plus	Silver	Gold
Telephone Support RMA Requests for HW Repair, SW Technical Support 7x24 - For Network Outages	• (90 Days)	• (Limited*)	•	•	•
Internet Technical Support Access www.zhone.com/support, Latest software updates Product release notes & Documentation updates	• (90 Days)	•	•	•	•
Support for Critical Incidents Support Window	--	8x5	24x7	24x7	24x7
Support for Major Incidents Support Window	--	8x5	8x5	8x5	8x5
Support for Minor incidents Support Window	--	8x5	8x5	8x5	8x5
E-mail notification Customer can be automatically notified of major releases and related product bulletins	•	•	•	•	•
Hardware Repair & Return No Charge repair of products. Customer pays for inbound shipping only. Repair time < 15 days	• 1 year	--	--	•	--
Advanced Hardware Replacement In the event of hardware failure Zhone will ship replacement unit 1 business day after receipt of signed RMA form	• 30 days	--	--	--	•
Right to Use 3rd party ONTs Annual renewal of RTU Licenses for Homologated 3rd party GPON ONTs. Bronze SLA for 3rd party ONT issues. NOTE: ONT service pricing is based on # of subscribers	--	--	•	•	•

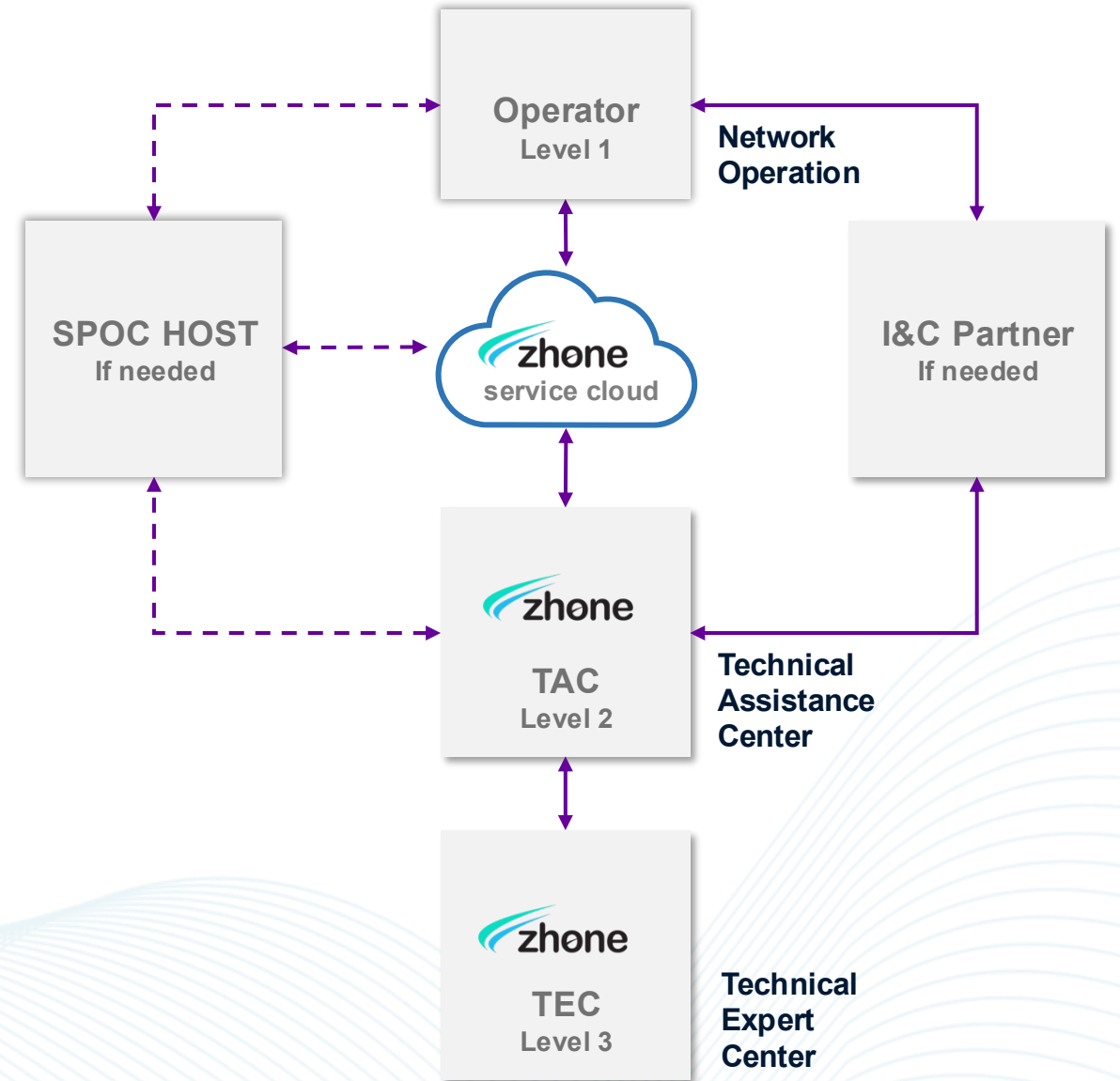
* Limited – Obsolete products will be covered under **Bronze** but will not receive SW Updates due to EOL Status, RMA will also be limited depending on component availability.



Zhone Support Model

Operator Responsibility

- **Field Maintenance and Level 1 Support**
- **Regular activities** necessary to maintain or repair the system to the extent **described in the operating manuals**
- If necessary, operation of the spare parts warehouse, adapted to the network size
- **Replacement of faulty device parts**
- **Monitoring of alarms** and malfunctions
- **Collect evidence and log data** and **implement corrections**
- Limit errors in the system to individual products and components
- Elimination of malfunctions in the system
- **Return of repairable device parts** including a detailed description of the fault
- **Implementation of new software/hardware**
- Creation and forwarding of error **messages (cases)** to the 2nd level support



Zhone Support Portal

- Announcements
- Open New Cases
- Generate RMAs
- Software downloads
- Documentation
- Training
- Contact Info

The screenshot displays the Zhone Support Portal interface. At the top, a navigation bar includes the Zhone logo, 'Home', 'Related Objects', 'Serial Number Search', and 'More'. On the right side of the navigation bar are search, notification, and user profile icons. Below the navigation bar is a 'See What's New!' banner featuring an announcement for 'SLMS Velocity Release 3.4.2.290.001 Is now Available to download', dated 2025-02-27. The main content area is a grid of eight service categories, each with an icon and a list of features:

- Cases**: Open New cases, Track existing Cases, 24-7 Support
- RMA's**: Open New RMA's, Repair & Return, Advanced Replacement
- Software**: Security Enhancements, Security Bulletins, Latest Versions
- Documents**: Product Documentation, Tech/Security Bulletins, How To Information
- Bulletin Subscription**: Be the first to know, Product Documentation, Tech/Security Bulletins
- Training**: Self Paced learning, Accreditations, Latest Technologies
- Restricted Access**: Customer Specific, Tech/Security Bulletins, Software
- Contact Us**: Customer Expertise, Global Support, "Follow the Sun" – Tier 1

Zhone Deployment Services

As part of our Professional Services, we offers a suite of services that will help the customers deploy, integrate and provision the software solutions from Zhone.

- First Office Application (FOA) – Integration, Installation & Provisioning
- On-Boarding - Onboarding 3rd Party VNF / OLTs / CPE Provisioning
- Custom REST/Proxy Adaptors and UI Changes – API Design and Integration
- Training – Hands-On Cloud Training – 1-, 3- or 5-Day Training Classes
- Resident Engineers and SME services – On site resources or remote SME time



Xtreme
Transport



Xtreme
Access



Xtreme
Mobile



Customer Success & Managed Services

Success and managed services provides dynamic and intelligent ways to manage your deployment beyond the sale

- Customer Success
- Managed Network Operations
- Advanced Analytics and Reporting
- Ongoing Moves, adds and changes
- Help Desk Level Support and basic site level troubleshooting
- Change Management and Platform Governance



MAXIMIZING YOUR INVESTMENT

Customer Success & Managed Services

- Suite of Professional Services
- Designed to Customer Requirements
- Path to Successful Completion



On Site Installations



Remote Configurations



Network Health Checks



SW Deployments



Network Designs



Resident Engineers, SME & PMs

Knowledge Services: Training & Certification



The **Zhone Academy** Training Center provides customers & partners with self-paced video training on the Zhone HW & SW products. This training will give you the knowledge and insight to how these products can benefit and enhance your network.

Training

- On-line, Self-Paced Courses
- Learning Management System (LMS)
- On-Site trainer led courses
- Certifications
- Cloud Xtreme training



Broadband Connectivity

- GPON Overview (self-paced)
- Velocity Overview (self-paced)
- Broadband Product Update (video)



Connected Home & Business

- Connected Premises Product Update (video)



Mobile & Optical Edge

- Mobile & Optical Edge Update (video)
- O-Series Design Training (video)
- O-Series Deep Tech Training (multi-video)



Cloud Software

- Zhone's Cloud Overview (video)
- ZMS Training

Professional Services: Pro-Active Health Check



Data Collection Report

OLT and Hardware Data

- SW Baseline Check and Validation
- HW Baseline Check and Validation
- Power and Grounding Evaluation
- Temperature and Status Evaluation
- Log Capture and Evaluation

Port, Line, and ONT Data

- Port Performance Evaluation
- Fiber / Line Status Evaluation
- OLT Inventory and Evaluation
- Database Evaluation
- Log Capture and Evaluation

Evaluation of Data Collection and Final Conclusions Report

- Evaluate for Outliers
- Evaluate Risks
- Unexpected Results
- Confirm Expected Output
- Recommended Actions

Professional Services: Infrastructure

Zhone's suite of Professional Services is designed around specific customer requirements to enable an efficient path to completion.



**On Site
System
Implementation**

Migration
& Tune Up



**Remote
Configuration**



**Network
Health
Checks**



**Installation
of Software**

Update &
Upgrades



**Network
Design &
Document**



**Resident
Engineers**

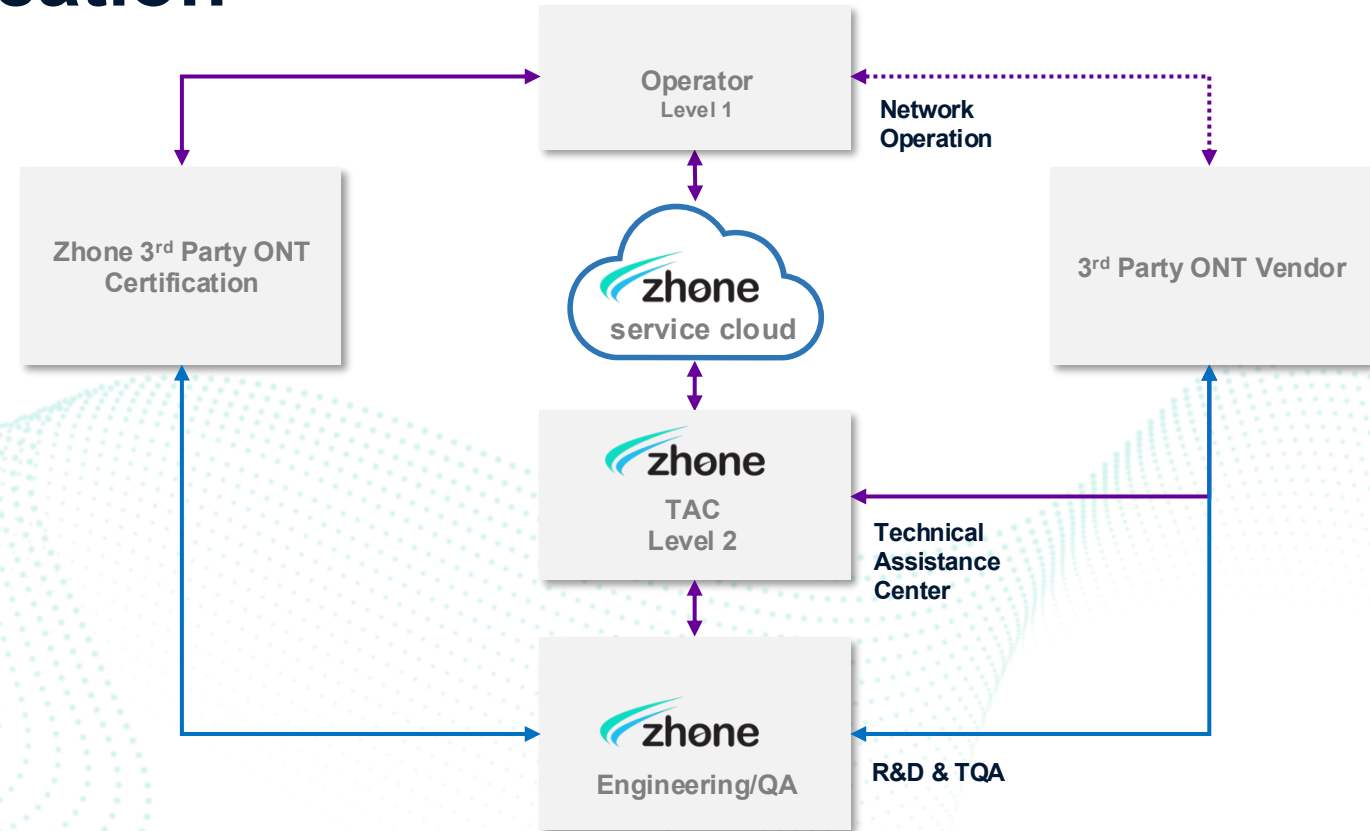
Zhone 3rd Party ONT Certification

Zhone's Responsibility

- Signs partnership agreement with 3rd party ONT vendor
- Becomes single point of escalation/support for any interop issues
- Certifies each 3rd party ONT model
- Supports interop issues arising from ONT FW upgrades
- Adds 3rd party ONT to OLT QA test cycle
- Single ticket captures E2E troubleshooting

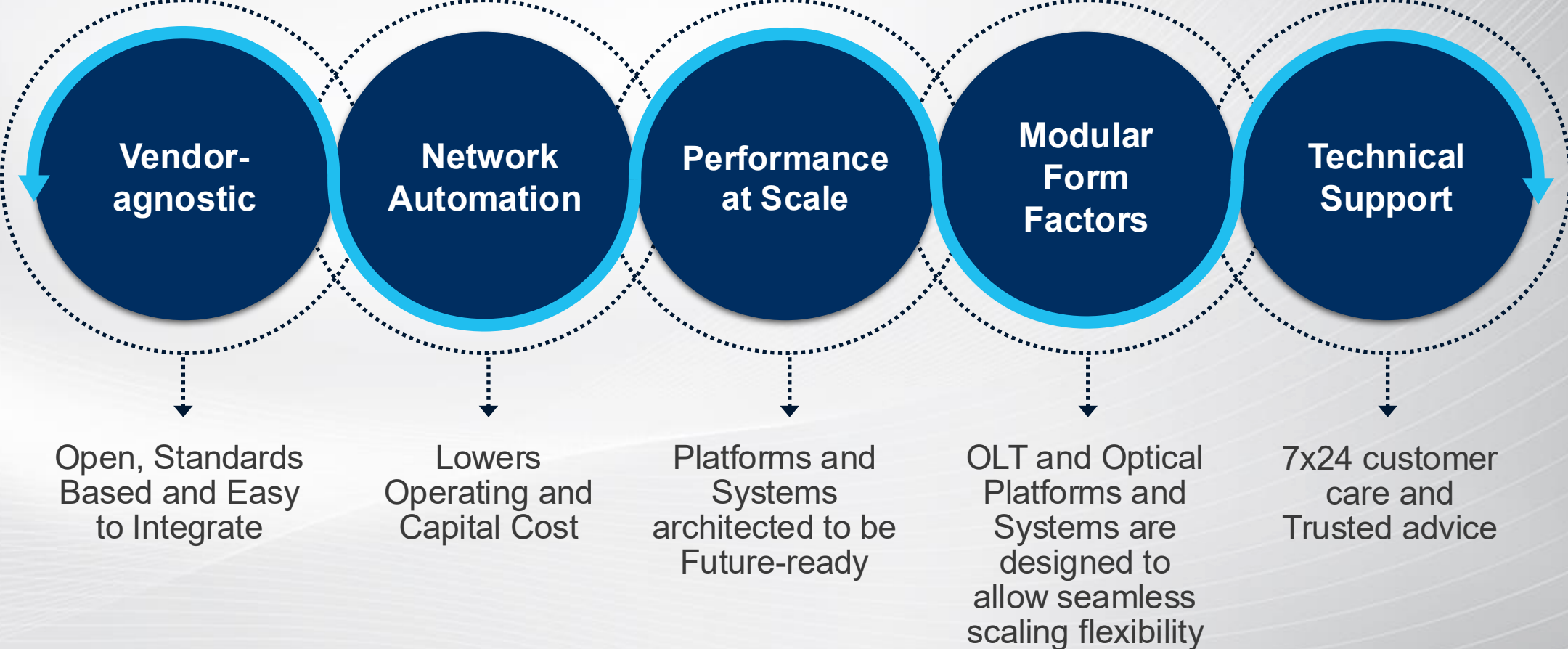
Operator Responsibility

- Connect Zhone with 3rd party ONT vendor POC
- Push 3rd party vendor to work with Zhone on a partnership
- Open a case with Zhone when an issue is triaged for interop
- Provide 3 X latest model HW/FW of 3rd party ONT to Zhone



SKU	Description
SW-LIC-VX-ONT-IOP	SW license for 3 rd party ONT Interop – Per Model
SVC-MAINT-ANNUAL-IOP-ONT-B	Annual support for 3 rd party ONT interop issues

The Zhone Advantage



25
Years
Broadband Everywhere

Thank You

Let's stay connected.



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