



Software Plus for ENvision Plus

Software Plus for ENvision Plus provides

- **7x24 Priority Access to Sycamore's Technical Assistance Center (TAC)**
- **Software Maintenance**
- **Web-Based Services**

With Software Plus Service, Sycamore Networks is responsible for:

7x24 Access to the Technical Assistance Center

- 7-day-a-week, 24-hour-a-day (7x24) unlimited, toll-free, global telephone support via the Technical Assistance Center (TAC) help desk facilities of Sycamore Networks. Customers may call the TAC toll-free number 877-LAMBDA1 or 877-526-2321 for technical support and problem diagnosis
- 7x24 priority routing of support calls to a Sycamore Networks Support Engineer within ten (10) minutes during normal business hours and within twenty-five (25) minutes outside normal business hours
- Sycamore Networks Normal Business Hours are 8:30 a.m. – 5:30 p.m. Eastern Time, Monday through Friday, excluding Sycamore Networks Holidays
- Access to the same engineer on open cases, if available
- Systematic, four-level escalation process for elevating network service problems to technical and management personnel

Software Maintenance

- Software Updates and Upgrades with each new software release are automatically provided during the software maintenance period

- Software revision and enhancement release information is provided as it becomes available for general release, relating to code corrections, work-around procedures, and limitations of covered products
- No-charge software Upgrades are made available to customers running the current version of the operational software product or one version prior
- The distribution of all software and documentation updates, electronically (www.sycamorenet.com) or on physical media (e.g., CD).
- Support the then-current General Release of Software and the one (1) immediately preceding versions (e.g. if the current Release is 1.4, Supplier will support versions 1.3 as well as 1.4).
- Supplier may cease to provide Updates and Upgrades or otherwise maintain or service the prior version or Update or Upgrade twelve (12) month after any such release.

Web-Based Services

- 7x24 access to Sycamore's problem reporting database for registered users to report and monitor problems, generate reports, and track bug fixes
- Online software updates, patches, and fixes that registered users can download from Sycamore Web-Based Technical Support Services

With Software Plus Service, customers are responsible for:

- Possessing a valid Sycamore Networks Standard Support Service Agreement
- Providing a Customer ID when prompted by the online call director
- Providing the Sycamore Networks TAC engineer answering the call with a description of the problem, including all network activity at the time of the outage or disruption
- Supplying the Sycamore Networks TAC engineer assigned to an open case with accurate network documentation, including detailed network change history information
- Designating an on-site contact to work with a Sycamore Networks TAC engineer on open cases
- Ensuring that a customer representative is present if Sycamore Networks provides per incident on-site service
- Executing remote diagnostic routines at the direction of a Sycamore Networks TAC engineer
- Replacing field-replaceable hardware components under the direction of a remote Sycamore Networks TAC engineer
- Installing required Engineering Change Orders (ECO) for hardware replacements, add-ons, and upgrades
- Notifying the Sycamore Networks TAC of any implementations of network configuration changes
- Ensuring that all Sycamore Networks products installed at the same site are covered under the same service program
- Maintaining products in good operating condition and at current revision levels
- Ensuring that products are not modified (unless authorized by Sycamore Networks)
- Providing Sycamore Networks with proof of purchase information for all operational software products, if required
- Maintaining the current version or one version back of the operational software product