

Nokia Maintenance Repair

Nokia is a Global Leader supporting every aspect of the design, deployment, and Maintenance of Telecom equipment with our Microwave experience exceeding 60 years. Our Maintenance organization is industry leading and managing 2.4 Million network elements that are maintenance contracted, resolving 44,000 support tickets per year using AI & analytic tools and services delivered by 800+ maintenance professionals. We have refurbished 49,000 Hardware units and recycled over 2000 tons of telco products.

Software Support Services:

This Services consists of providing support within the agreed response times for the Nokia supplied products. Support, by way of example: Answering product-related questions, troubleshooting assistance, providing diagnostic procedures, investigating suspected software defects and remedying errors and malfunctions providing access to Patch- and / Maintenance- Releases as may become available. For situations where part or all the network's functionalities are not available, the Service offers fast restoration of Customer's end-user services or network equipment for Supported Products, including investigation, troubleshooting and continuous remote support by Nokia's experts until the functionality is restored.

Nokia agrees with NASPO Customers on list of products and software level to be supported during the setup of Contract. Nokia in general provides the software corrections either in a scheduled Maintenance Release or in the next Feature Release under development.

Nokia has defined Service Levels for service delivery targets and in addition, the Service Hours, service access methods available to Customers and all requests for assistance are considered as Ticket Requests and classified as Critical, Major, Minor and Information Requests. Nokia provides several easily accessible options to Customers (via phone on 24*7, email and web access).

Hardware Support Services:

Services are offered for the repair or replacement of Field Replaceable Units (FRUs) in a network. Customer will return a reported defective FRU to Nokia and Nokia will repair it or replace it with a functional FRU from Nokia's inventory. Nokia will ensure that the Replaced FRUs will be form, fit and functionally compatible. Nokia offers multiple SLA options (advanced replacement, 30 - 90 days options) for the repair or replacement services.

Software Subscription Plan or Software release subscription service will make available all Feature Releases of software for network/node elements, management systems for specific network elements or families of network elements, and other network-related applications for Customers network. Feature Releases may also include provision of third-party software upgrades, as may be made available by the third-party software manufacturer, if the third-party software is supported by Nokia and was licensed by Nokia.

Maintenance services include preventative and emergency maintenance/repair supported by our CTAC (Customer Technical Assistance Center). To ensure constant transfer of product knowledge and simplifying the process Nokia maintains the OLCS (On Line Customer Support) website to support online access to manuals, software, release information, technical notes and product alerts for any revision of

any product 24 hours a day, seven days a week. Diagnostic tools, white papers and remote license upgrades are also available and accessible through OLCS.