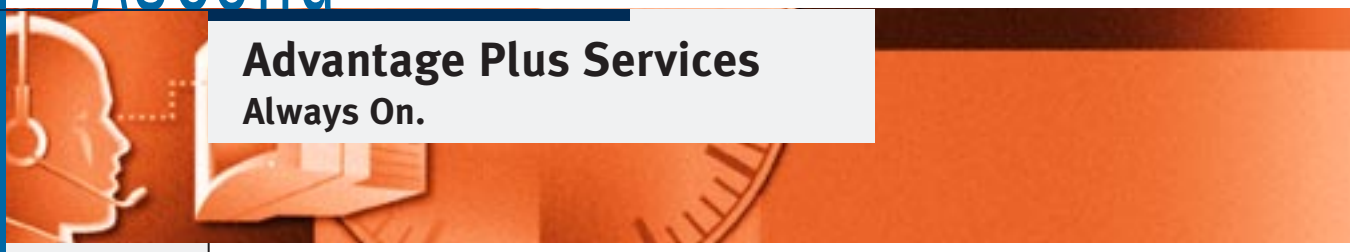
PRODUCT INFORMATION

Ascend



Advantage Plus Services

Always On.

Today's voice and data networks are among the most complex and sophisticated systems in existence, yet most people take them for granted. Few think about what is involved in getting a message across the street or around the world. Most simply expect the capacity and capability to be there when it is needed.

The people at Ascend Global Integration Services think about voice and data networks all the time. We understand the complexity of managing and maintaining a network and know what it takes to maximize availability and performance. That's why we developed the Advantage Plus Support programs.

The Advantage Plus program was developed for Ascend customers with large, mission-critical networks. Like your network, these services are always on, providing support 24 hours a day, everyday. Our global Service Point support network and ISO certified processes provide fast response and restore anywhere in the world, while our Ascend certified engineers and technicians ensure accurate answers to your most challenging support issues. The program also offers a variety of support options, making it easy to scale our services to augment your internal capabilities.

Advantage On.Guard

Advantage On.Guard is our premium offering. With this service you get an assigned Network Service Engineer (NSE) who serves as your primary contact for all support issues and personally coordinates all support activites. The service begins with visits by the NSE to your sites to gain a thorough understanding of the unique needs of your network, its configurations and topologies. If escalation is required for any support issue, your NSE brings together the right team of Ascend engineers and lab technicians and manages their activities on your behalf until resolution is achieved.

The NSE works with you throughout the year to help you proactively manage and maintain your network. Periodic conferences and calls will give you the chance to discuss non-critical issues and plan future software upgrades. When new software is released, your NSE may come to your location or provide on-site assistance to help ensure a smooth, error-free transition.

Advantage On.Guard also gives you unlimited access to Ascend Online Services (AOS). This content-rich interactive Web site uses leading edge technologies including chat, webcasting and case-based reasoning to help you get the information you need quickly and easily. We also use push technology to alert you of issues and updates, allowing you to proactively manage and maintain your network. Our Ascend Online Services datasheet will give all the details on these innovative support services.

Advantage On.Guard also gives you unlimited calls to our Technical Assistance Centers (TAC) with priority response as well as all major software upgrades and maintenance software releases.

Advantage On.Guard includes several optional hardware services that let you customize the service to your needs. You can choose from depot, advanced hardware replacement, or upgrade On.Guard to include two-hour or four-hour on-site response.

Advantage On.Alert

Advantage On.Alert provides many of the same premium benefits of On.Guard with the exception of an assigned NSE. You get unlimited calls to TAC, full access to the AOS premium features and all software upgrades. Hardware support options include depot repair and advanced hardware replacement. For faster hardware support we also offer optional four-hour on-site response.

Advantage On.Demand

Advantage On.Demand is the ideal choice if you prefer to provide most maintenance services in-house. With this service you get full, unlimited access to all of the innovative AOS premium features and all software upgrades. Depot repair is optional.

The Total Solution

Remember that hardware and software are only part of your total network solution. Protect your investment in Ascend products with service and support from the source with Ascend Advantage Plus Services.

For more information, talk to your sales representative or visit our Web site at www.ascend.com.

Ascend Communications, Inc.

Worldwide and North American Headquarters
One Ascend Plaza
1701 Harbor Bay Parkway
Alameda, CA 94502, United States
Tel: 510.769.6001
Fax: 510.747.2300
E-mail: info@ascend.com
Toll Free: 800.621.9578
Fax Server: 650.688.4343
Web Site: http://www.ascend.com

European Headquarters
Rudolf-Diesel-Strasse 16
D-64331 Weiterstadt
Germany
Tel: +49.6150.1094.10
Fax: +49.6150.1094.98

Japan Headquarters
Level 19 Shinjuku Daiichi-Seimei Bldg.
2-7-1 Nishi-Shinjuku
Shinjuku-ku, Tokyo 163-07, Japan
Tel: +81.3.5325.7397
Fax: +81.3.5325.7399
Web Site: http://www.ascend.co.jp

Asia-Pacific Headquarters
Suite 1908, Bank of America Tower
12 Harcourt Road
Hong Kong
Tel: +852.2844.7600
Fax: +852.2810.0298

Latin, South America and the Caribbean Headquarters
One Ascend Plaza
1701 Harbor Bay Parkway
Alameda, CA 94502, United States
Tel: 510.769.6001
Fax: 510.747.2669

Ascend Communications, Inc. develops, manufactures and sells wide area networking solutions for telecommunications carriers, Internet service providers and corporate customers worldwide. For more information about Ascend and its products, please visit the Ascend Web site at http://www.ascend.com, or e-mail info@ascend.com.

Ascend markets the B-STDX, CBX, GRF, GX, IP, MAX, Multiband, MultiDSL, Navis, Pipeline, SA, SecureConnect and STDX families of products. Ascend products are available in more than 40 countries worldwide.

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ASCEND Where Network Solutions Never End™

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