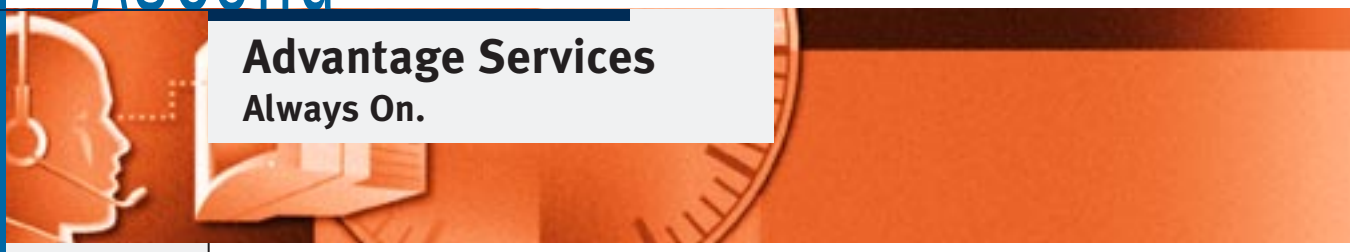
PRODUCT INFORMATION

Ascend



Advantage Services

Always On.

Every minute of every day, somebody somewhere is counting on your network. There is no acceptable amount of downtime to your customers and end users. They expect the network to operate 24 hours a day, every day of the week.

Advantage Services from Ascend Global Integration Services provide the support you need to satisfy these kinds of demands. Like your network, Advantage Services are always on, operating around the clock to maximize network uptime, availability and performance. 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.

Ascend Online Service — Help when you need it

The cornerstone of Ascend Advantage Services is Ascend Online Service (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 options.

The Web site has been redesigned to make finding the right information fast and efficient. Robust search engines help you explore thousands of pages of online manuals, plus tips on configuration, installation and troubleshooting. These pages are automatically updated to keep the knowledge current.

Priority Support

In addition to access to our online support services, our Advantage Services may entitle you to other valuable benefits including

- toll-free telephone support on a 24 x 7 basis
- priority call response that connects you to a technician in ten minutes or less
- complete problem tracking, management and escalation until the issue is resolved
- remote dial in diagnostics and in-band testing to verify product operation
- software support for all feature upgrades and maintenance releases

The right service for you

No matter how sophisticated your in-house capabilities are, there's an Advantage Service that's right for you.

Advantage On.Line is perfect for organizations who prefer to handle most of their own support needs. Advantage On.Line offers unlimited access to the AOS Basic Feature set which includes thousands of pages of up-to-date information and FAQs. For more personal attention, you can use AOS Live that connects you via private chat to one of our technicians.Your contract also entitles you to all major and maintenance software updates and advance shipment of replacement parts.

Advantage On.Call is a 24 x 7 service designed for organizations who perform much of their own technology maintenance but want a higher level of technical support. As the name implies, you get unlimited calls to TAC plus unlimited access to all the interactive features of our AOS Web site including

- AOS Live (live private chat)
- AOS Casts (on-line seminars)
- AOS Alerts (proactive messaging)
- CaseView (open tickets online)

Advantage On.Call also provides all major and maintenance software updates as well as advance shipment of hardware replacement parts.

Advantage On.Time is our comprehensive support program, designed to meet the most demanding network maintenance needs. Included are unlimited calls to TAC, unlimited access to the full range of interactive features of AOS and all software updates. Advantage On.Time also includes on-site hardware maintenance delivered globally in as little as four hours. In addition, your annual fee includes all replacement parts, labor, travel time and travel expenses. There are no surprise charges making it easy to manage your network total cost of ownership.

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 Services.

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

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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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