Subscription On-site Technical Support



Creative, cost-effective approach for technical support at your location. Subscription On-site Technical Support is an economical alternative to standard on-site services. The annual subscription entitles you to reduced hourly on-site support rates when you most need help to maximize availability and performance of your Lucent-deployed systems.

Overview

Lucent Technologies Subscription On-site Technical Support (Subscription OTS) provides technical specialists to supplement your staff and deliver on-site maintenance services at a fraction of standard on-site support contract prices for Lucent and many third-party products. Subscription OTS offers contract-level support for a small subscription fee and a heavily discounted Time & Materials (T&M) rate. The annual subscription fee keeps your product in our contract database with no additional charges or monthly fees unless service is required. You will then receive a significantly discounted T&M rate for the necessary on-site services. Our technicians are dispatched to your location to perform remedial maintenance only when a system problem requires on-site intervention.

Benefits

- Offers a significant new approach to world-class product support by providing 24x7 coverage for a subscription fee and a reduced T&M rate only when you use the service
- Cost-effective support that enables you to maximize overall network performance and stay on the leading edge of technology
- Provides access to our highly skilled and experienced engineers and our proven maintenance operations techniques to supplement your staff and/or address specific skills gaps on an as-needed basis
- Addresses the issues associated with maintaining your own in-house organization, providing you with economic flexibility
- A single coverage plan designed to meet all of your on-site remedial maintenance requirements

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Features

- Standard on-site service with a small subscription charge and a discounted per occurrence rate
- Offers a new type of flexibility in service options to meet both short- and long-term requirements, backed by our team of engineers around the world
- 24x7x365 coverage: Technicians dispatched to eligible locations within four hours to provide on-site assistance
- Available for Lucent products and many third-party products

Deliverables

Subscription OTS Dispatched Technician:

a. Same Day Dispatch, 24x7, 4-hour Response (24x7x4)

b. 365 days a year, including holidays

Lucent Worldwide Services Advantage

Everyday we help service providers around the world create, build and maintain communications networks to meet their customers' needs through the rapid deployment of customizable services. We offer a complete range of professional, deployment, operations and maintenance services to help you minimize your risks, lower your network operating expense, reduce your time to revenue—and help you make your network more profitable.

To learn more about our comprehensive portfolio of Network Maintenance Services, please contact your Lucent Technologies Sales Representative, your Authorized BusinessPartner or visit our web site at www.lucent.com.

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