

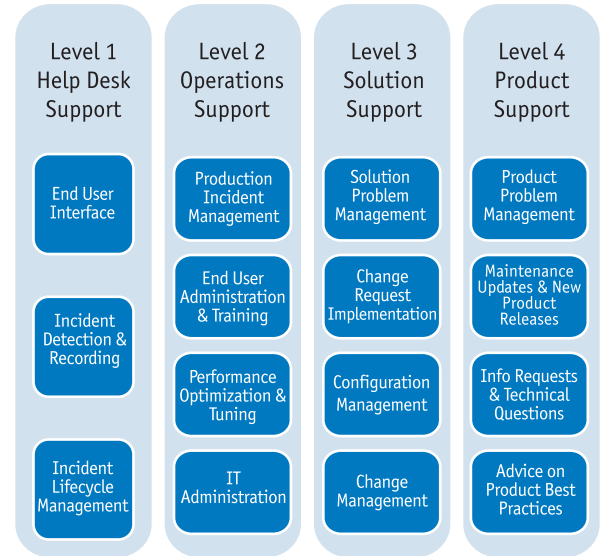
## NetCracker Customer Support

### NetCracker Customer Support Overview

NetCracker offers a wide range of Customer Support Services. Together they are designed to help customers get the most out of NetCracker products and solutions through NetCracker expertise, to provide maintenance updates to keep the product up to date with constantly evolving technologies, and to implement the changes that are necessary to meet new business requirements.

The NetCracker Customer Support Service model is aligned with standards and best practices in the Product and Service Support area (such as ITIL library and CMMI framework).

The Support Service offerings can be combined, using various scopes and approaches to meet specific customer needs.



### Baseline Support Service Offerings

NetCracker provides the following Baseline Support Service offerings:

- Standard Product Support Service
- Premium Product Support Service
- Standard Solution Support Service
- Premium Solution Support Service

### Standard Product Support Service

The Standard Product Support Service provides basic support for NetCracker's out-of-the-box product, APIs, and documentation. It includes regular product updates, work on product problems, and technical consulting as well as advice on product best practices. The following are provided within the scope of the Standard Product Support Service:

1. Maintenance Updates and New Product Releases
2. Product Problem Management
3. Information Requests and Technical Questions
4. Advice on Product Best Practices

The Standard Product Support Service is a baseline for all other support services. Typically,

the Standard Product Support Service is used by itself when other support levels are not required or are already available.

The Standard Product Support Service is available remotely through the NetCracker web-based Customer Support System, which is a process designed to facilitate the reporting, identification, tracking, and resolution of issues concerning NetCracker Products, including problems or performance deficiencies, or implementation and usage questions. As part of the system, information is tracked, severity levels are assigned, and NetCracker support personnel work with the customers to understand and address issues and provide appropriate responses. The NetCracker web-based Customer Support System is convenient

and easy to use and is based on the NetCracker Product Platform.

Other options are available, such as support via telephone, email, or fax. Telephone support is intended mostly for urgent issues like critical application errors or other issues that are causing a major loss of functionality and significantly impacting the customer's business.

The Standard Product Support Service is based on the annual support and maintenance fee and does not include a dedicated team of people — it only guarantees a certain level of service. The service level is defined by various Service Level Agreements (e.g. response time, resolution time, and status update frequency) as a part of a Support and Maintenance Agreement.

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## Premium Product Support Service

The Premium Product Support Service is the same as Standard Product Support with the addition of a 24x7 support option.

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## Standard Solution Support Service

The Standard Solution Support Service expands on the Standard Product Support Service by adding Solution Problem Management to effectively troubleshoot and resolve solution-related problems. Unlike Product Problem Management, which only covers the out-of-the-box product, Solution Problem Management covers the entire solution including all custom configurations, business rules, adapters, workflow processes, and integration interfaces.

As with the Standard Product Support Service, the Standard Solution Support Service is a baseline for all other support services. The following are provided within its scope:

1. Maintenance Updates and New Product Releases
2. Solution Problem Management
3. Product Problem Management
4. Information Requests and Technical Questions
5. Advice on Product Best Practices

Solution Problem Management is intended to resolve the root cause of problems within the solution, to thereby minimize their impact on businesses, and to prevent the recurrence of incidents related to these problems. Problem-

solving activities include:

- Resolving problems related to customer-specific customization and configuration of the NetCracker product
- Troubleshooting and supporting NetCracker-developed interfaces into Customer Legacy systems
- Troubleshooting and supporting NetCracker-developed workflows, business rules, custom interfaces, adapters, event listeners, and other configurations and customizations of the NetCracker product

As with the Standard Product Support Service, the Standard Solution Support Service is available remotely through the NetCracker web-based Customer Support System. For more details, refer to the Standard Product Support Service section. The Standard Solution Support Service is based on the annual support and maintenance fee and does not provide a dedicated team of people — it only guarantees a certain level of service. The service level is defined by various Service Level Agreements (e.g. response time, resolution time, and status update frequency) as a part of a Support and Maintenance Agreement.

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## Premium Solution Support Service

The Premium Solution Support Service is the same as Standard Solution Support, with the addition of a 24x7 support option.

## Add-on Support Service Offerings

NetCracker provides the following Add-on Support Service Offerings:

■ Lifecycle Solution Support Service

■ Post-Production Support Service

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### Lifecycle Solution Support Service

The Lifecycle Solution Support Service is an optional addition to the Standard Product Support Service or the Standard Solution Support Service. Its goal is to keep the customer-specific solution up to date with constantly changing business processes and introduce new functionality based on updated requirements. The following are provided within the scope of this service:

- Change Request Implementation
- Configuration Management
- Change Management
- Solution Problem Management (if the Standard Product Support Service is the baseline support offering)

Depending on the volume of Change Requests and Problems in the Solution, different support approaches can be used for the Lifecycle Solution Support Service. For example, if a high volume of change requests comes from the business community, and the effort associated with each change request is significant, the Team-based approach is recommended. If the change requests are infrequent and the effort to implement these changes is minimal, the Per-incident Support Approach can be used.

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### Per Incident Support Approach (“on demand”)

The Per Incident Support model, also referred to as the Ad Hoc Support model, provides timely “on demand” support services and allows appropriate NetCracker resources to be engaged as soon as they are required. This approach is most suitable for one-time services (e.g., implementing a Change Request or addressing a problem in the solution). The Per-Incident Support approach does not require a dedicated team of NetCracker resources and is normally used for isolated support requests

that are not heavily interrelated (e.g., Equipment Modeling requests or changes to the custom solution).

Because there is no dedicated team, Per Incident Support is less suitable for ongoing services and large-scale Change Requests that require a full-scale implementation process and a variety of different roles, including business analysts, system architects, designers, implementation engineers, and QA engineers.

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### Team-Based Approach

The goal of the Team-Based Approach is to engage a dedicated group of people who can provide a quality, end-to-end support service. This approach is ideal for on-going support activities such as Production Incident Management, End User Administration and Training, and Performance Tuning.

- Members of the on-site customer support team possess a knowledge of customer projects and specific application customizations as well as

strong communication, customer service, and teamwork skills.

- On-site team members may perform customization and configuration changes but do not carry out full-scale project activities (e.g. requirements, design, and development for future project phases/functionality).
- Modifications made by the on-site customer support team are capable of being supported by the customer.

The goal of the Post-Production Support Service is to provide end-to-end support for the entire NetCracker solution by making sure business users' requests are met in a timely fashion and that the solution is up-to-date with the rapidly changing business needs.

The Post-Production Support Service covers the entire solution including workflow processes, custom adapters, and integration interfaces and provides support directly to Business Users. The Service Level Agreements are specified for Production Incident Management and Solution Problem Management.

The Post-Production Support Service includes the following:

- Production Incident Management
- End User Administration and Training
- Performance Optimization and Tuning
- NetCracker System Administration
- Solution Problem Management (if the Standard

## Post-Production Support Service

Product Support Service is the baseline support offering)

- Change Request Implementation
- Configuration Management
- Change Management

Production Incident Management is designed to resolve any incidents and to thereby restore production service to its normal level as soon as possible, with the smallest possible business impact. Activities include:

- Investigating and diagnosing incidents (e.g., find the reason why an individual work item is "stuck" in the system)
- Resolving and recovering from incidents
- Making in-flight changes in the production environment if required to resolve the incident

The Team-based approach is used for the Post-Production Support Service since it is most suitable for handling individual production incidents reported by end users.

## Support Documentation Provided

The NetCracker Customer Support User's Manual contains information on the NetCracker Customer Support System (CS System) which is designed to keep track of all customer issues that arise during system operation and effectively transmit the issues to NetCracker Customer Support Service. The Maintenance Terms document describes the

following terms used within the Customer Support process:

- Support
- Updates
- Maintenance
- Excluded Services

## Roles and Responsibilities

For strong support of the NetCracker Solution, NetCracker recommends that the following roles and responsibilities be maintained on the customer's side:

1. System Administrator – responsible for operating system and hardware support
2. Database Server Administrator (DBA) – responsible for database server administration and maintenance
3. Application Administrator – responsible for support, administration, and maintenance of

the application server and the NetCracker application

4. Application Support Specialist – responsible for initial support for system end users, filter problems, collecting user feedback, and interacting with NetCracker Customer Support
5. Technical Support Manager – responsible for monitoring and managing system support processes

More detailed descriptions of roles and responsibilities are available on request.