

# TELMAR 24/7 REMOTE TECHNICAL SUPPORT

## OUR TECHNICAL EXPERTS ARE AVAILABLE 24/7 WORLDWIDE

Telmar Network Technology provides critical technical assistance for our Extended Life product lines and non-Telmar products 24 hours a day, seven days a week. We offer support with flexible Customer Service Agreements (CSAs), and the best support structure to help you maintain your network.

Telmar offers multiple packages for Customer Service Agreements (CSAs) in two categories:

### Unlimited

- Discounts for longer contract periods
- Package pricing based on NE type and quantity
- Two types of offerings
  - CTAC only
  - CTAC and R&R bundle

### Limited

- Limited number of calls and/or repairs
- Ability to spread calls/repairs up to three years
- Three types of offerings
  - CTAC only
  - CTAC and R&R bundle
  - CTAC and R&R Event package



Telmar's 24/7/365 operation currently provides complete CTAC support, including:

- Tracking of work effort in Oracle Trouble Ticketing system (CTRACS)
- Support remotely "on call" service, consulting and troubleshooting
- Manage trouble resolutions with customer as a single interface
- Manage troubles in accordance with Customer Service Agreement
- Adhere to strict Security Level Performance Objectives

Telmar has nearly 7,000 square feet of fully dedicated lab space which offers the most flexible and robust support operation, at our new facilities completed in 2009. Telmar has a full complement of platforms supported with millions invested in our state-of-the-art lab hardware.

### Products Telmar Supports

#### Telmar/Alcatel Products – Tier 1 – Tier 4 support

- DEXCSC1/CS1L/CS1S/CS1VL
- 1603 SMX/SM/SE, 1648 SM SONET, and 1610 OA
- 1680 OGM and OGX
- iMTN
- 1630 SX/GSX, 1631 SX SMC, and 1633 SX

#### Tellabs 53x Products – Tier 1 – Tier 3 support

- Tellabs 530, 531, and 532 platforms
- Additional platforms are available

## Contact Us Today

For additional information on our flexible Customer Service Agreements, please contact your local sales representative at [sales@telmarnt.com](mailto:sales@telmarnt.com)

Telmar Network Technology holds ISO 9001 and TL 9000 certifications.

We are also a member of the QuEST Forum, an organization formed and dedicated to fostering quality and reliability in the telecommunications industry.

### Benefit from Telmar's Remote Technical Support

- 24/7 Remote Technical Support
- Flexible Customer Service Agreements
  - Unlimited
  - Limited
- Repair Bundle Packages

Call or visit us at  
800 • 326 • 4949 or  
[www.telmarnt.com](http://www.telmarnt.com)

### Additional Locations Throughout

North America, EMEA,  
South America, Asia

### Corporate Headquarters

901 Jupiter Road  
Plano, TX 75074  
O: 972 • 836 • 0400  
F: 972 • 836 • 0430  
[sales@telmarnt.com](mailto:sales@telmarnt.com)



ISO 9001:2000  
certified to new standards

