



# JDSU PLUS™

## Deployment and Support

### Accelerating Your Success

**PLUS Deployment and Support** offers a comprehensive set of standard services to ensure the installation and commissioning, availability, functionality, and understanding of the JDSU portfolio.

#### Hardware Support Plans

Eliminate unexpected expenses by extending coverage beyond the standard warranty with Bronze, Silver, and Gold support options available.

#### Calibration Factory, On Site with Plan Manager

Calibration extends the life of equipment and JDSU recommends performing it at the specified intervals to ensure that instruments continue to operate at factory specifications. Choose a Calibration Plan Manager to help with logistics and maximize discounts.

#### Express Loaner

This service provides customers with an equivalent loaner with a similar configuration during the equipment repair period or during calibration. Having loaner equipment ready and available when needed ensures that operations teams continue running efficiently.

#### 24/7 Technical Assistance Center (TAC)

For immediate assistance, extend support from regular business hours to 24/7 support and receive our world-class support around the clock.

#### Factory Repairs

JDSU has a global network of repair centers of excellence that provide warranty and nonwarranty factory repair services for all our customers. Expedited repair services are available based on availability, for an additional fee.

#### Installation and Commissioning Services

JDSU will leverage its world-class project management staff to install and commission systems to ensure a smooth introduction into an operations environment.

#### Software Upgrade Services and Maintenance

Keep up-to-date with the latest software by automatically receiving all software releases, including corrections and enhancement releases.

#### Product Training

JDSU offers product training and blended learning for technicians using new products or working to effect process change with existing tools. Our long history and commitment to the successful training of network operators and manufacturers who use leading-edge test tools along with our experience in customizing training solutions uniquely qualifies us to educate providers' employees. JDSU can deliver on-site training classes at customer locations or in one of our regional training centers.

The JDSU PLUS Portfolio offers a complete suite of services aimed at resolving your operational challenges and advancing your adoption of new technologies to improve your effectiveness and efficiency, so you can provide more value to your customers and stake holders.

The PLUS portfolio offers a comprehensive combination of services that addresses your deployment and support, consulting, customization, and managed services needs to tailor your solution, maximizing your investment and your operations team.

- + PLUS leverages JDSU expertise to help you rapidly adopt changing technology trends and managing their impact on your business and processes.
- + PLUS delivers tailor-made solutions to solve your most challenging problems, to optimize your operational processes, and to speed user adoption.
- + PLUS optimizes productivity to protect your investment by ensuring availability, functionality, and providing expert support and education.

## PLUS Consulting

Experts helping you make the right business and technology decisions with these services:

- User Adoption Services
- Operational Assistance
- Business Intelligence
- Requirements Development/Documentation
- Technology Training
- Field Testing Optimization
- Lab Testing

## PLUS Custom

Solutions combine advanced customization and integration to optimize your operations with these services:

- Custom Software Application Development
- Solution and OSS Integration
- Scripting and Report Writing
- Customization of Standard Applications

## PLUS Managed

Burden-free managed options across multiple technologies and domains including mobility, video, Ethernet, and wireline targeted at reducing infrastructure and operations costs with these services:

- Cloud-enabled Solutions
- Operator-assisted Managed Services
- Hosted Managed Services
- Managed Inventory

## PLUS Deployment & Support

Comprehensive services to ensure commissioning, availability, functionality, and understanding of the JDSU portfolio with these services:

- Gold, Silver, and Bronze Hardware Support Plans
- Global Technical Assistance
- On-site and Factory Calibration
- Hardware Repair
- Express Loaner/Advanced Replacement
- Software Upgrades and Maintenance
- Product Training
- Deployment and Installation