

MRV Customer Support Programs

Worldwide Support from World-Class Experts



MRV is Proud to Present Our Family of Customer Support Programs

Delivering value-added support for over 25 years has taught us that the success of any network operation depends upon a collaborative effort between both vendors and customers. Responding to this need, we have developed a feature rich family of comprehensive programs designed to provide responsive, consistent and accountable support.

How Can We Help You?

- Is it important that you have on-demand access to technical support professionals to help you in the resolution of problems that relate to your MRV Communications equipment and software?
- Do you need protection from unplanned hardware maintenance costs and the guarantee that emergency replacements will be shipped to you as needed?

If the answer to any of these questions is yes, the solution is as simple as selecting one of our comprehensive support programs. These programs are detailed on page 2 of this document and are available as either annual or cost-saving multi-year agreements.

MRV Experts are Ready to Serve You.

Whichever level of assistance you select, you'll gain the opportunity to build a support partnership with the MRV technical experts.

When a network incident occurs, our Technical Assistance Center offers the knowledge and resources you need to resolve it quickly. From highly qualified Technical Support Engineers to comprehensive online tools and documentation, we're ready to help you protect your investment, and your time, so that you can focus on running your business.

Summary

Our mission is to provide a superior customer experience along with the answers and solutions you seek in a timely, professional manner that exceeds your expectations.

HIGHLIGHTS

- Technical support, 7 days per week, 24 hours per day, 365 days per year, and 8x5 support options also available for customers not requiring continuous support
- Full access to the latest product software and documentation
- Bundled options for either Return for Repair Services or Advanced Hardware Replacements
- On-site hardware replacement – Parts and Labor – 4 hour response (available in specified markets)
- Unlimited access to the MRV Service Portal for case management: logging, managing and viewing ticket status

PROGRAM BENEFITS

- 7x24x365 Global Support
- Access to the expertise required across the full breadth of MRV solutions
- Offering options and choices across a full line of service entitlements

SUPPORT WHEN YOU NEED IT.

- How will you be able to respond when your company's success depends upon how quickly you identify and resolve a complex network problem?
- How confident are you that you can accomplish the daily tasks of planning, installation and configuration as well as the emergency and general maintenance of your evolving network and/or services?

With MRV Service and Support solutions, you can be sure that you will have the support you need...when you need it the most.

To obtain more information, please contact our Contract Sales department at:

- **Toll-Free in the USA & Canada: 800-997-5392**
- **Phone: 978-674-6800**
- **Email: contracts@mrv.com**

Datasheet

| MRV Support Offerings | Bronze | Silver | Gold | Platinum ** |
|---|--------|--------|------|-------------|
| Technical Support Coverage | | | | |
| 8x5 Local Business Hour Basic Support via Web Portal (PST<->CET) | ✓ | | | |
| 24x7x365 Priority Support via Online Web Portal and Telephony Support | | ✓ | ✓ | ✓ |
| Software Updates | | | | |
| Access to all Major Release(s), Minor Release(s) and Maintenance Release(s) | ✓ | ✓ | ✓ | ✓ |
| Hardware Services | | | | |
| Hardware Warranty | ✓ | ✓ | ✓ | ✓ |
| Advanced Replacement: Same Business Day (SBD) Shipment* | | | ✓ | ✓ |
| 4 Hour Advanced Replacement with Onsite Support | | | | ✓ |
| Optional Hardware Entitlements | | | | |
| Return for Repair Service: Out of Warranty Period | ✓ | ✓ | | |
| Advanced Replacement: Next Business Day (NBD) Shipment | ✓ | | | |

* SBD ship request must be received prior to 3pm Depot Time, otherwise next business day shipment.

** Platinum currently available in specific markets and minimum volume applies.

| Product Name | Program Type |
|----------------|---|
| SVC-PLATINUM | Platinum Support Contract Agreement |
| SVC-GOLD | Gold Support Contract Agreement |
| SVC-SILVER-RR | Silver Bundled with Repair for Return Services Support Contract Agreement |
| SVC-SILVER | Silver Support Contract Agreement |
| SVC-BRONZE-ADV | Bronze Bundled with Advance Replacement Support Contract Agreement |
| SVC-BRONZE-RR | Bronze Bundled with Repair for Return Services Support Contract Agreement |
| SVC-BRONZE | Bronze Support Contract Agreement |

MRV operates worldwide sales and service offices across four continents.

Contact us at:

- Toll-Free in the USA & Canada: 800-997-5392
- Phone: 978-674-6800
- Email: contracts@mrv.com
- <http://www.mrv.com>



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