

 Customer Services		TRM-2008:005 Rev A June 28 2008
Product Number	Network Support Services	Comments
	Technical Assistance Services	K
TCS-TAC-24/7	TAC 24/7/365 service	A, B
TCS-TAC-OH	TAC Office hours service	A, B
TCS-TAC-APR	Advanced Product Replacement service	A
TCS-TAC-EW	Extended warranty service	A
TCS-TAC-HR	Hardware Repair service	D
TCS-TAC-OSS	On site Technical support service	E, H
TCS-TAC-SPR	Specific Product Replacement service	I
	Technical Assistance Services, resold	J
TCS-TAC-24/7-RE	TAC 24/7/365 service	A, B
TCS-TAC-OH-RE	TAC Office hours service	A, B
TCS-TAC-APR-RE	Advanced Product Replacement service	A
TCS-TAC-EW-RE	Extended warranty service	A
TCS-TAC-OSS-RE	On site Technical support service	E, H
	Professional Services	
TCS-PS-PC-E	System Pre-configuration service	C, Only applicable for TM series
TCS-PS-PC-E-M	System Pre-configuration service, incl TNM configuration	C, Only applicable for TM series
TCS-PS-TKI	Turnkey implementation service	Quoted upon request
TCS-PS-IC-H	Hourly cost, installation and commissioning tasks	F
TCS-PS-IN-H	Hourly cost, integration tasks	F
TCS-PS-PM-H	Hourly cost, project management	F
TCS-PS-ND-H	Hourly cost, network design tasks	F
TCS-PS-TT	Hourly cost, travelling time	G
	Training services	
TCS-TS-PT-2-TM	Product Training, TM series	Price/person (2 days)
TCS-TS-PO-1-TM	Product Overview, TM System	Price/person (1 day)
TCS-TS-PT-1-TS	Product Training, TS series	Price/person (1 day)
TCS-TS-NM-2	Network Management Training	Price/person (2 days)
TCS-TS-AT-1-TM	Amplifier Training, TM series	Price/person (1 day)
TCS-TS-IPDCN-1	IP DCN Training	Price/person (1 day)
TCS-TS-ND-2	Network Design Training	Price/person (2 days)
TCS-TS-CPP-4	Customer Premises package Training	4 days of Training, L
TCS-TS-CPP-3	Customer Premises package Training	3 days of Training, L
TCS-TS-CPP-A	Additional Student for TCS-TS-CPP-3/4	Price for an additional student
TCS-TS-CST	Customer specific training	Quoted upon request
	Comments	
A	Yearly fee, calculated out of installed/invoiced base of hw & sw	
B	Including sw updates and sw upgrades	
C	Pre-configure price, based on hw & sw value for a specific order	
D	Repair is done based on actual price, maximum 70% of customer price. Pluggable optics and non-repairable units are replaced at 100% of customer price.	
E	Yearly fee, calculated out of installed/invoiced base of hw & sw excluding travelling, expenses, and hourly cost. applies for on site support.	
F	Excluding travelling and expences. Fee is valid 0800-2000. The Fee for weekdays 2000-0800 is multiplied with 1,5. The Fee for weekends and public holidays is multiplied with 1,75.	
G	Travelling time between Transmode and Customer location	
H	Only valid in Europe	
I	Price is based on purchased number of a specific product, see price per invoiced product in separate excel sheet	
J	Services resold by a VAR where the End-user is the contractual counterpart to Transmode (Transmode is overall responsible for service delivery to End-user)	
K	Services sold to a End-user or Value Added Reseller where the End-user/VAR is the contractual counter part to Transmode	
L	Excluding travelling, training facilities, expences and shipping of lab equipment. Price for upto 6 students. The course package consist of a combination of the available Transmode Overview-, Product and Management- and Advanced level cources as requested on the Purchase Order by the customer.	