

# UTStarcom Services

...Support without Boundaries

## Remote Technical Services



### SUPPORT

#### KEY BENEFITS

- **Easy access to expert technical assistance**

Our technical services professionals are highly skilled Tier III engineers

- **Improved network performance**

Our services are designed to ensure your network operates at its optimum level

- **Enhanced network availability**

UTStarcom's remote technical services ensure your networks maximum uptime

- **Maintain your competitive advantage**

UTStarcom's expert technical staff is available 24 X 7 to ensure you meet your service levels and win an edge over the competition

UTStarcom maintains a high-touch technical support and maintenance model, enabled by a team of experienced Tier III engineers. This group is available to offer technology solutions, answer questions, troubleshoot problems, and assist with maintenance activities that will enable your network to operate at expected performance levels and with maximum uptime. We are committed to providing flexible software support solutions that help you stay competitive in the ever-changing global communication market.

When you partner with UTStarcom's Remote Technical Services, you gain several important advantages:

- Regionally deployed Customer Response Centers, available to protect your critical infrastructure and revenue stream
- Dependable and efficient remote technical support
- Flexible options for hardware return and repair
- Reduced risk of network downtime and customer-affecting outages
- Protection of your investment in network infrastructure
- Support agreements designed with your requirements in mind, making it easy to do business

#### DELIVERABLES

Key Deliverables	Description
Technical Assistance Centers	Provides regional 24x7x365 support via toll-free phone numbers
Software Support	Provides software updates, maintenance or bug fixes to your maintenance contract; available 24x7 for download from our Website
Web Support	Enables 24x7x365 access to Knowledgebase, Case Management, documentation support and software on our Website

## Technical Assistance Centers

Through a maintenance program suited to your needs and budget, you gain access to UTStarcom's Technical Assistance Centers (TAC)—via Web or phone—24x7x365. Our regional response centers, strategically located around the world, maintain a close relationship with UTStarcom R&D functions, offering you rapid, corrective and preventative diagnosis and problem resolution.

## Software Support

Our Software Support services help ensure that your software is kept up-to-date through timely updates and upgrades:

- Software Updates - Utilize 24x7 technical assistance via phone or the Web from our regional response centers to obtain regular and periodic updates such as bug fixes and minor enhancements to the software.
- Software Upgrades - This service gives you access to major software releases that include new features and functions, ensuring you have the latest application capabilities.

## Web Support

We provide access to a wide array of online tools, including case management, downloads, and our content-rich knowledgebase—all of the things that can help you manage your products more effectively. You can rely on 24x7 assistance from our regional response centers to obtain regular and periodic updates such as bug fixes and minor enhancements to your software.

At UTStarcom, we are committed to providing flexible Remote Technical Services that help you stay competitive in the ever-changing global communication market.

## More Information

For more information, please contact your UTStarcom account manager or send an email to [services@utstar.com](mailto:services@utstar.com)

Please note the information contained herein is for informational purposes only. UTStarcom reserves the right to modify these specifications without prior notice.

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### About UTStarcom, Inc.

UTStarcom is a global leader in IP-based, end-to-end networking solutions and international service and support. The company sells its broadband, wireless, and handset solutions to operators in both emerging and established telecommunications markets around the world. UTStarcom enables its customers to rapidly deploy revenue-generating access services using their existing infrastructure, while providing a migration path to cost-efficient, end-to-end IP networks. Founded in 1991 and headquartered in Alameda, California, the company has research and design operations in the United States, China, Korea and India. UTStarcom is a FORTUNE 1000 company. For more information about UTStarcom, visit the company's Web site at [www.utstar.com](http://www.utstar.com)

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