

UTStarcom Services

...Support without Boundaries

Repair & Replacement Services



SUPPORT

KEY BENEFITS

- **Reduce equipment spending**

Lower your equipment repair, maintenance, inventory and warehousing costs by partnering with UTStarcom

- **Make budget cycles more predictable**

Improve resource management with end-to-end warehouse distribution & time-definite logistics services

- **Accelerate time to market**

Deliver your products in a timely and cost effective manner through a world class logistics plan

- **Improve customer satisfaction and retention**

Meet demanding customer commitments with ease through UTStarcom's comprehensive logistics and hardware support plan

To ensure that your network equipment is running efficiently and without disruption, it is essential to have a robust and reliable support program in place. UTStarcom's Repair & Replacement Services deliver the equipment, resources and best-practice methodologies you need to resolve your hardware and equipment issues rapidly and cost-effectively.

Through our regional repair centers, repaired or replaced equipment is efficiently delivered to your designated site, enabling you to meet customer service level expectations.

We offer a range of services that can be custom tailored to fit your needs:

- Next-business-day advance hardware replacement
- Spares management
- Return material authorization (RMA) processing

Network operators and service providers rely on vendors to deliver their products in a timely and cost effective manner. Through our knowledge and experience, we can design a comprehensive logistics program that meets your current and future needs. A well-managed logistics plan gives you the ability to deliver end-user services quickly, accurately and with competitive pricing.

DELIVERABLES

Key Deliverables	Description
Hardware Support	Includes return material authorization (RMA) process plus next-business-day (NBD) for Advanced Hardware support and 30 days for standard hardware support.
Warehouse Distribution & Logistics	Comprehensive inventory and distribution management. Includes warehousing, repair & return, spares management

Features

Warehouse Distribution & Logistics

UTStarcom understands the importance of having a finely tuned product distribution network. We have regional storage and repair facilities, strategic partnerships with global transportation experts, and global logistics teams with the skills and local know-how necessary to effectively operate in the global arena.

Our global logistics team can develop a customized parts management program that addresses a wide range of key activities:

- Spares and inventory management
- Warehousing
- Repair and return
- Global and regional distribution services

More Information

For more information, please contact your UTStarcom account manager or send an email to 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

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