CORNING

Enterprise RAN Support Program

When it really matters, depend on Corning to deliver

The Support Plan

is a comprehensive program which provides access to Corning SpiderCloud resources to help ensure fast and expert response in solving critical enterprise radio access network (E-RAN) issues. Services offered under this plan begin after the installation and configuration of the E-RAN products for use on a mobile operator's network.

Corning's Enterprise RAN support plan provides the following:

- Full-time global access to Corning SpiderCloud online knowledge base and tools.
- Telephone support during U.S. business hours.
- Software and hardware troubleshooting and resolution.
- Advanced hardware replacement.
- On-site dispatch for cases that cannot be diagnosed and resolved remotely by Corning support-center engineers

Online site

Support site provides customer-specific access to product documentation that includes administrator guides, methods of procedure (MOPs), design guidelines, management information base (MIB) files, and other useful information.

Additionally, customers can initiate and manage trouble tickets for their installed E-RAN systems.

Telephone Support

Telephone support is available during standard support hours from 6 a.m. to 5 p.m., PST, Monday through Friday, excluding excluding some major holidays.

Issues requiring extended troubleshooting or on-site support will be continued as a priority during the next business day.

Functionality Support

Supported network functionality categories include:

Voice Mobility: ability to perform E-RAN intrasystem handover of cellular calls and E-RAN intersystem hand in/hand out with the mobile operator's macro-cellular network.

Voice Quality: ability to deliver high-quality calls while stationary or mobile in the indoor coverage area of the E-RAN.

Data Throughput: ability to deliver high-performance data throughput in the indoor coverage area of the E-RAN.

Support
When **You** Need It.

Resolve service problems rapidly

with direct access to Corning online resources, experts, and hardware replacement matched to your needs.

Hardware Support

Support is available for hardware issues including:

Troubleshooting

- Investigation of symptoms
- Verification of software version
- Remotely checking configuration and executing tests
- Collecting logs for subsequent analysis by Corning

Advanced hardware replacement terms after confirmation of a defect

- Replacement equipment will include the latest software release approved by the mobile operator.
- Customer will execute the physical replacement of the equipment at the site.
- Telephone support for reconfiguration of replacement equipment, if required, will be provided.
- If defect is confirmed before 2 p.m., PST, a replacement unit is shipped by standard overnight services for delivery on the next business day.
- If defect is confirmed after 2 p.m., PST, a replacement unit is shipped by standard overnight services on the next business day for delivery on the following business day.

Software Support

Support is available for hardware issues including:

Troubleshooting

- Investigation of symptoms
- Verification of current software version
- Devising and executing tests
- Setting debug Levels
- Collecting logs

Resolution of issues

- Analysis of collected logs
- Resolving service-affecting issues with configuration changes or revised software versions

Software Maintenance Process

Corning will provide software updates if needed to resolve any issues or to introduce minor enhancements requested by customer or mobile operator. Corning provides such updates only to the mobile operator who applies them to products owned by a supported customer.

Corning supports the mobile operator in validating the update in the mobile operator's lab and in distributing the update to the customer based on agreements between mobile operator and Corning.

On-Site Support

During standard support hours from 6 a.m. to 5 p.m., PST, Monday through Friday, when deemed necessary by Corning, and after remote diagnostic efforts have been exhausted, an authorized representative of Corning will be dispatched to the network site to assist the customer with troubleshooting.

Out-of-Scope Services

The following services are considered out of the scope of the standard support program:

1. Phone support outside of standard support hours.
2. On-site visits outside of standard support hours.
3. Support for products defined as end-of-life (EOL).
4. Support for hardware with faults caused by improper usage, storage, or handling.

Corning SpiderCloud SCRN-320 Radio Node for
Enterprise Radio Access Network (E-RAN)

Ordering Information

Part Number	Description
SCRN-12M-SUPP	One-year support for any model of radio node. Quantity must match amount of radio nodes.
SCRN-36M-SUPP	Three-year support for any model of radio node. Quantity must match amount of radio nodes installed.
SCRN-60M-SUPP	Five-year support for any model of radio node. Quantity must match amount of radio nodes installed.
SCSN-12M-SUPP	One-year support for any model of services node. Quantity must match amount of services nodes installed.
SCSN-36M-SUPP	Three-year support for any model of services node. Quantity must match amount of services nodes installed.
SCSN-60M-SUPP	Five-year support for any model of services node. Quantity must match amount of services nodes installed.

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