

Net-Net Services

brochure

Overview

Acme Packet®, the leader in session delivery network solutions, enables the trusted, first-class delivery of next-generation voice, data and unified communications services and applications across IP networks. Products and solutions from Acme Packet are backed by our **Net-Net Services**, which consist of a proven portfolio of support, training, certification, implementation and professional services.

- **Net-Support** is a comprehensive set of service offerings designed to meet the diverse operational needs of our service provider and enterprise customers. It consists of innovative services priced to help customers stay within budget. Maintaining a services contract with Acme Packet enables organizations to continuously benefit from our release of advanced software enhancements for licensed software, and it provides immediate access to expert technical assistance.
- **Net-Knowledge** is a comprehensive program that includes instructor-led training courses, our TechTalk webinar series, web-based training offerings and Technical Certification exams. This program is continuously measured for effectiveness and our program materials are updated regularly based on feedback. The entire Professional Services organization works together to determine what skills, tools and methodologies are required for our customers and partners to perform their jobs effectively.
- **Net-ASSURE Professional Services** is a portfolio of Acme Packet premium professional services designed to support session delivery networks. They include an advanced set of planning, analyzing, designing, configuring, testing, benchmarking and support coordination services, and they are highly customized to complement the capabilities of our customers, distribution partners and complementary product vendors.
- **Net-Connect Implementation Service** is a deployment service delivered by Acme Packet engineers according to best practices. It is based on expertise gained from the implementation of session delivery network solutions worldwide for enterprise customers and mobile, fixed line and over-the-top/application service providers (OTT/ASPs).

For additional information about our Net-Net Services, visit the following pages and bookmark the URLs:

- www.acmepacket.com/services
- www.acmepacket.com/support
- www.acmepacket.com/net-knowledge
- www.acmepacket.com/net-assure
- www.acmepacket.com/net-connect

Net-Support

When issues arise, you need technical support that is responsive and connects you to a technical resource that can provide the assistance you need. **Net-Support** is designed to connect you directly with product experts who can provide the technical support you require.

Gain access to expert-level technical support to resolve problems, answer questions and help ensure you are receiving the maximum value from your Acme Packet products. Our worldwide Technical Support Centers are staffed with technical experts who have the experience, tools and support systems to resolve any issues. They are strategically located at our Bedford Massachusetts headquarters and in Madrid Spain, and they have the systems and processes to ensure your issues are always being managed properly, no matter where your equipment is deployed. Net-Support is a comprehensive offering designed to provide a full suite of services under three services plans.

An Acme Packet maintenance agreement provides the following services:

- Technical support engineers available 24x7x365
- Worldwide access to a knowledgebase of solutions and best practices operational documents
- A support portal to initiate a support incident and track progress, with automatic updates
- Software maintenance releases
- New software feature releases for licensed software
- Service alerts
- Hardware replacement options, advance replacement to 30-day return for repair
- Support requests that are professionally managed, classified by severity with a defined service level for each severity and actively monitored for compliance

Having access to feature-rich software releases will enable you to deploy new functionality on existing Acme Packet products deployed in your network. Enhanced functionality, additional security features, improved interoperability and operational management capabilities are just some of the ongoing rich functionality you can expect from maintaining an active service contract on your Acme Packet products. Our Net-Support technical support service goes well beyond a basic hardware warranty, providing software functionality upgrades for licensed software, maintenance releases, technical expert assistance for problems and access to knowledgebases and documentation, along with a variety of hardware replacement options.

Service	Service feature	Basic warranty	Acme Packet Service Agreement
Information Services	<ul style="list-style-type: none"> • Knowledgebase access • Portal services 	<ul style="list-style-type: none"> • Yes • Yes 	<ul style="list-style-type: none"> • Yes • Yes
Direct Technical Assistance Center Support	<ul style="list-style-type: none"> • 8-5 M-F, 24 x 7 	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes
Software Services	<ul style="list-style-type: none"> • New releases for licensed software, maintenance and patch releases 	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes
Hardware Support	<ul style="list-style-type: none"> • 30-day repair (return to factory) • 5-day advanced shipment • 24-hour advanced shipment 	<ul style="list-style-type: none"> • Yes • No • No 	<ul style="list-style-type: none"> • Optional • Optional • Optional

When issues arise, you need technical support that is responsive and connects you to a technical resource that can provide the assistance you need. Net-Support is designed to connect you directly with product experts who can provide the technical support you require. For more information, visit www.acmepacket.com/support where you can download the latest Net-Support brochure to find detailed information about Net-Support features, benefits and maintenance programs.

Net-Knowledge

Net-Knowledge includes instructor-led training courses, our TechTalk webinar series, web-based training offerings and Technical Certification exams.

- **Training courses**—Acme Packet training courses are a blend of presentation, discussion and hands-on labs. The courses are flexible and modular in nature and are delivered at Acme Packet’s Training facilities or onsite at the customer premises anywhere in the world. Open Enrollment courses are available at Acme Packet’s corporate training sites in Bedford, MA, Madrid and Moscow, and are cost effective to students who choose to attend classes individually or in pairs. For customers who need to train a large number of students concurrently, on-site courses provide the balance of small groups convenience and economy. Dedicated, on-site classes allow members of the training organization to discuss course content with our customers and recommend appropriate modules to fit their learning and performance objectives. Custom training is also available with appropriate development time.
- **TechTalk webinar series**—Acme Packet hosts these monthly webinars to share our expertise and knowledge with our customers. The webinars are technical in nature, and are targeted toward an audience of system operators and network engineers. Each 50-minute session provides theory, configuration best practices, troubleshooting guidance and log analysis.
- **Web-based training**—Acme Packet offers several web-based training (WBT) classes that are useful for anyone needing an overview of our products and services. These WBTs are excellent pre-requisites to our instructor-led courses. WBT provides you with the convenience of studying anywhere or anytime you can access the Internet. You can start, stop and pause the materials whenever you need. Comprehensive descriptions and navigation allow you to study all of the materials or just select the subset that you need.

- **Technical Certification**—Acme Packet’s Technical Certification program sets the highest standards for accrediting session border control knowledge and skills. This certification program allows us to validate the abilities that candidates have acquired from their network expertise, training and on-the-job experience. The program allows qualified individuals who use our Net-Net® family of products—Acme Packet distribution and technology partners, service provider customers and systems integrators—to distinguish themselves by demonstrating a thorough knowledge of integrating Net-Net session border controllers (SBCs) into complex VoIP networks.

For more information, visit www.acmepacket.com/net-knowledge where you can find out more about Net-Knowledge programs, download detailed brochures, review course schedules and register for training courses and webinars.

Net-ASSURE Professional Services

Net-ASSURE (assist, support, scale, upgrade, recommend, evaluate) is a portfolio of Acme Packet premium professional services designed to support session delivery networks. Net-ASSURE Professional Services include an advanced set of planning, analyzing, designing, configuring, testing, benchmarking and support coordination services. They are highly customized to complement the capabilities of our customers, distribution partners and complementary product vendors:

- Net-ASSURE Performance and Scalability Benchmarking Service
- Net-ASSURE Configuration Optimization Service
- Net-ASSURE DDoS Prevention Configuration Service
- Net-ASSURE Upgrade Assurance Service
- Net-ASSURE Project Management Service
- Net-ASSURE Method of Procedure (MOP) Development Service
- Net-ASSURE Customer Program Management Service
- Net-ASSURE Certified Interoperability Testing Service

Visit www.acmepacket.com/net-assure to download a brochure on the Net-ASSURE Professional Services and data sheets on each service.

Net-Connect Implementation Service

Net-Connect Implementation Service is a deployment service delivered by Acme Packet engineers according to best practices. It is based on expertise gained from the implementation of session delivery network solutions worldwide.

The Net-Connect Implementation Service is customized for the unique needs of our customers, utilizing evolving best practices for service delivery. Acme Packet has developed and documented best practices for deploying, scaling, managing and upgrading SBC solutions, and the Acme Packet professional services organization embraces these methodologies to help organizations quickly receive maximum value from SBCs and related products. Key deliverables include:

- Pre-installation planning workbook, a comprehensive planning guide and site survey document
- A pre-installation configuration planning call where the customer engages with an assigned system engineer to ensure that the proposed configuration will meet the technical and commercial requirements
- On-site technical consultative services
- Configuration, test and preparation to bring into service the Acme Packet products
- Transfer of general installation knowledge to the customer’s lead technical resource during the turn-up process
- Transition to the Acme Packet Technical Assistance Center operation for on-going support

Installation services are delivered by working cooperatively with the customer’s technical team throughout the entire process. The Net-Connect Implementation Service relies on proven methods and processes, enabling customers to achieve desired outcomes while meeting scheduled deployment dates. For more information about the Net-Connect Implementation Services, go to www.acmepacket.com/net-connect where you can download the Net-Connect data sheet and service description.

About Acme Packet

Acme Packet (NASDAQ: APKT), the leader in session delivery network solutions, enables the trusted, first-class delivery of next-generation voice, data and unified communications services and applications across IP networks. Our Net-Net product family fulfills demanding security, service assurance and regulatory requirements in service provider, enterprise and contact center networks. For more information about Acme Packet, visit www.acmepacket.com. To find out more about our Net-Net Services, go to www.acmepacket.com/services.



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