AviatCare Protect Support Agreements for ProVision® EMS Software

AviatCare Protect Support Agreements for ProVision EMS Software provides customers with the peace of mind of always knowing they have direct access to the latest feature and maintenance releases supported by world class Aviat Network technical support engineers

AVIATCARE PROTECT SUPPORT FOR PROVISION EMS

Managing the operational effectiveness of your microwave based solution is critical to the success of our organization. ProVision is the primary tool available from Aviat Networks to support that endeavor. To ensure you have the latest version of the product, have readily available access to all updates, and 24 X 7 access to our experts on the product, we offer a comprehensive Protect Service for our ProVision software.

SERVICE OVERVIEW

With AviatCare Protect Support for ProVision EMS you get access (either 8x5 or 24x7) to our worldwide Technical Support Centers. These Centers can provide remote support ranging from installation and set-up to basic how-to questions related to the product. In addition since we are continually adding new features and capabilities into the product you will have immediate access to these upgrades vs having to buy them on a per release basis. Depending on how many nodes are in your network, customers can enjoy unlimited Technical Support and any fixes, updates, or major upgrades that are released during the annual

SOFTWARE UPDATES AND UPGRADES

There are generally two major software releases of ProVision every 12 months. These upgrades are delivered either via DVD to the identified customer prime or available via a secure FTP download site. These Releases generally provide a mix of defect resolutions, product enhancements, additional functionality, and support for new network elements and third party Operational Support Systems (OSS). Aviat Networks also provides releases of ProVision that may only be made available to a small number of customers to address specific customer requirements or very urgent defects. These are made available only to those customers requiring these limited availability releases.

TECHNICAL ASSISTANCE CENTER SUPPORT

Our world class Technical Assistance Center is staffed with Technical Support Engineering teams that are available to support a broad range of issues related to the installation, set-up and ongoing operational aspects of the ProVision EMS product. Given the nature of the EMS software, we have a broad range of remote access support capabilities in place to remotely to assist in trouble shooting network operational issues. This includes VPN, WebEx, or GoTo Meeting.

KEY BENEFITS OF AVIATCARE PROTECT SERVICE FOR PROVISION EMS

As with all of our AviatCare Protect Services you will get:

- Simplified, single contract with priority support and access to multiple Technical Assistance Centers.
- Reduced financial administrative processing – a single PO vs multiple, per event or per release PO's.
- Simplified planning and budgeting – contracted single or multi-year tiered discounting available.
- Convenient, reliable access to our AviatCare Online Web
- Portal to get current information on TAC cases, download software updates, instant access to support documentation, and the ability to search our Frequently Asked Question (FAQ) database.
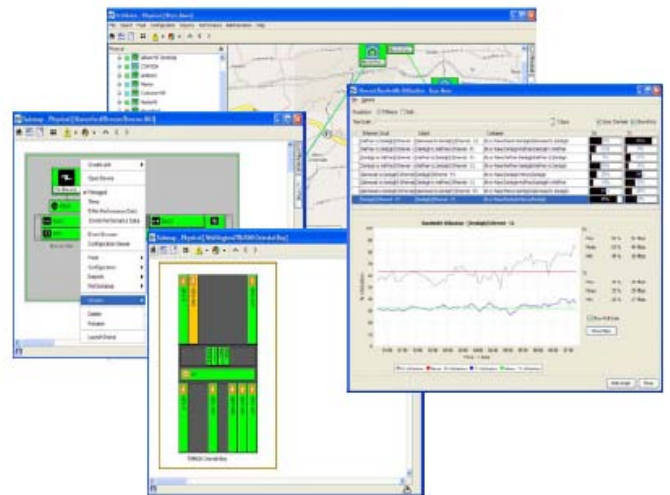
ADDITIONAL PROVISION (EMS) RELATED SERVICES

Aviat Networks understands the importance of ensuring the operational efficacy of your Management System in support of your network. ProVision reduces the manual effort required to manage and administer your network, it ensures operational reliability, and ultimately reduces the TCO of your network investment. In addition to our standard AviatCare Support Services, we offer a broad range of capabilities leveraging our expertise in this critical operational area. These service capabilities include:

- Assistance in planning, deploying, and maintaining your Aviat Networks ProVision environment.
- Ensuring that you fully leverage the investment in our management system to improve performance and optimization.
- Proactively monitoring and maintaining your ProVision system to extend the life of your network investment.
- Analysis of management system reports to better manage future growth and identify expansion opportunities.
- Ensure utilization of available capabilities in support of your network while simplifying the time-consuming tasks required on a day to day basis.

OUR COMMITMENT-UNPARALLELED EXPERIENCE IN INDUSTRY

AviatCare Protect Support Agreements for ProVision EMS are designed to offer flexible support solutions that minimize downtime, improve network performance, and provide our customers with peace of mind. AviatCare provides a level of protection to your investment that is unparalleled. We can tailor a support package that addresses your operational requirements, performance commitments and budgetary constraints.

With nearly 50 years of supporting our customers our commitment has always been to deliver the highest level of professional maintenance and support services for your data, voice, and mobility network solutions.

For more information about our Global Professional Service Network, please contact your Aviat Account Manager, or visit www.aviatnetworks.com/services/network-services/