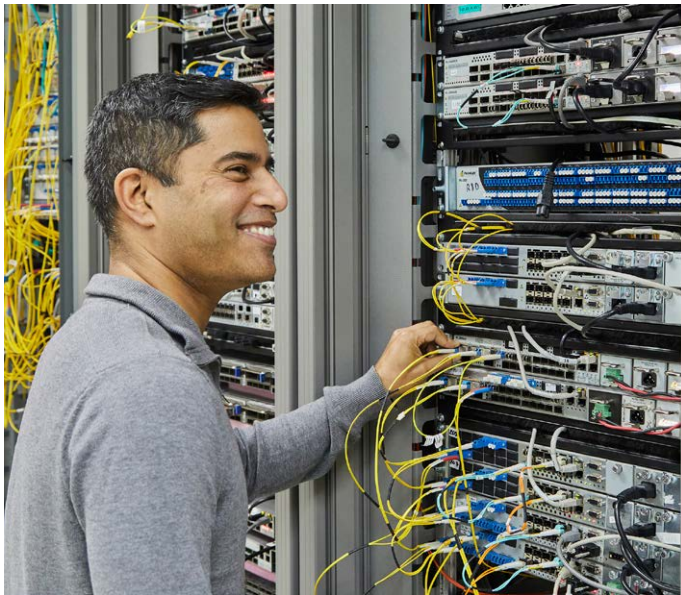


PL-Care Support

Global Professional Services



PacketLight Care Center (PLCC)

PacketLight's optical network solutions are designed and engineered for smooth installation and uninterrupted service

PacketLight Care Center (PLCC) goals are to deliver exceptional support and consulting services to our customers, with the aim of ensuring successful operation and no disruptions to mission-critical operations.

Your Partners

- Our fiber optic professional team is your partner in design, planning, implementation and maintenance of your optical network.
- We are your consultants in optimizing optical networks in order to meet your business objectives and budgets.
- We are here to assist you every step of the way in building a reliable, scalable and cost-effective optical network.
- Our highly trained technical team is here to provide 24/7 support, and ensure your network is always up and running.

Expert Assistance

The PLCC team consists of highly trained support and engineering teams, and certified personnel that serve as the backbone for providing professional and quick resolution where required. We provide our customers with expert consulting and troubleshooting assistance, online tools, and a variety of training programs.

In addition, customers can take advantage of PLCC's tools that monitor and simulate their networks. The service team provides 24x7 support to customers worldwide, with mission critical services when needed.

PLCC Support Packages

PL-CARE1

PL-CARE1 covers initial hardware and software warranty for a period of one year after shipment.

The initial hardware warranty includes repair of faulty PacketLight equipment in accordance with the warranty agreement and PLCC's RMA guidelines.

The initial software warranty includes new software versions and access to the most updated maintenance versions for all PacketLight equipment.

PL-CARE2

PL-CARE2 package includes PL-CARE1 features, as well as a dedicated 24x7 call center for nonfunctioning or faulty PacketLight products, and any other issue that may arise.

PL-CARE3

PL-CARE3 package includes all PL-CARE1 and PL-CARE2 features, as well as spare parts dispatched from local offices or PacketLight headquarters, within the next business day (NBD).

Highlights:

- Pre-sales consulting
- 24x7 technical support
- Worldwide training
- Turnkey projects
- Onsite installation

	Software Upgrades	Extended Warranty	8x5 Phone Support	24X7 Phone support	Spares - NBD Delivery
PL-CARE 1	●	●	●		
PL-CARE 2	●	●	●	●	
PL-CARE 3	●	●	●	●	●

Industry Leading Optical Networks Manufacturer

Established in 2000, PacketLight Networks offers a suite of leading CWDM and DWDM solutions for transport of data, storage, voice and video applications over dark fiber and WDM networks.

PacketLight provides the entire optical layer transport solution within a highly integrated compact platform of 1U devices, designed for maximum flexibility, easy maintenance and operation, with real pay-as-you-grow architecture, while maintaining a high level of reliability and low cost.

Our products are easy to install, enable fast network deployment, take up minimal rack space and have low power consumption, all of which significantly reduce OPEX and CAPEX.

Applications

- Carriers, service providers, and dark fiber providers
- Insurance and financial institutions
- Defense and other strategic government organizations
- Research and education
- Enterprises and manufacturers
- IT integrators and data center providers
- Utility companies such as railway and power companies

Packetlight Partners

PacketLight works with a worldwide network of resellers and partners to provide you with a complete set of network services.

Consultancy and network design

PacketLight's partners offer our clients the benefit of their optical networking expertise by providing consultancy services that enable enterprises to understand how to implement a fiber optic network that best fits their organization.

Installation and deployment services

Our partners bring a wealth of experience from the optical networking market and have successfully deployed hundreds of PacketLight solutions worldwide.

Many partners hold close relationships with local fiber providers and are able to source out dark fiber for our clients, providing a full end-to-end optical solution.

Managed services

PacketLight partners offer deployment services as well as network monitoring services, fully managed from their network operation center (NOC).