



Telcordia Technologies
CUSTOMER and
SOLUTION CARE CENTER
Handbook Summary

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1. INTRODUCTION

The objective of the Telcordia Customer and Solution Care Center is to provide high quality customer support to our clients. This handbook summary describes Telcordia Customer and Solution Care Center (CSCC) functions and provides information on when, how and who to call at the CSCC with questions and/or technical requests. This handbook summary is intended to explain Telcordia maintenance support, and service level objectives as well as establish the expectations of those who use Telcordia' solutions and products.

Due to the unique relationships Telcordia has with each of its customers, certain solutions and products may have customized customer support offerings and objectives. Specific customer contract provisions and/or rules of engagement with Telcordia override any offerings and objectives that are described in this handbook summary.

The Telcordia Customer and Solution Care Center is the primary contact for questions and technical requests concerning the systems identified in this handbook summary. All technical requests are logged into a tracking system within the CSCC. The CSCC is staffed with technical consultants who are knowledgeable in Telcordia's quality method of operation, system functionality, and features of the solution or products. The function of the technical consultant is to:

- ? Assist the customer in resolution of problems,
- ? Provide consultation on components and the application of the system, and
- ? Serve as a customer interface and advocate to other groups in Telcordia.

Note: Sections 1 - 7 of this handbook summary describe the base maintenance service offering for the Telcordia products identified in this handbook summary. Specific customer contracts may have unique customer support offerings and objectives.

Although outside the scope of base maintenance, additional service offerings including Demand Services and Product Support Services are described in Section 9.

Customers are also encouraged to obtain Telcordia services information over the INTERNET by accessing the Support home page from Telcordia's home page at <http://www.Telcordia.com>.

2. PRODUCT SUPPORT AND SUPPORT PERIOD

Telcordia Customer and Solution Care Centers will provide maintenance support as defined within this handbook summary to customers who have executed a Base Maintenance Work Statement for a Telcordia software system. Telcordia will provide base maintenance support for a general release for twelve months after general availability or for up to six months after availability of the next general release, whichever is greater. Product specific exceptions and extended release support beyond one year can be provided through negotiation with Telcordia.

3. CUSTOMER AND SOLUTION CARE CENTER

3.1 CSCC Role

The Telcordia Customer and Solution Care Center is the single point of contact for Telcordia customer problems and technical assistance. Quality services provided include live communication, "hot line" support, inquiry and information request processing, problem investigation, resolution support, coordination, and tracking. The Customer and Solution Care Centers perform the following functions:

- Telcordia's single point of contact for customer problems and technical assistance
- Centralized logging, tracking, and reporting of all customer requests
- Problem Determination, Restoration, and Resolution support
- Problem notification, escalation, and coordination
- Information sharing

3.2 CSCC Hours of Operation and Contact Procedures

The Customer and Solution Care Center's Standard Coverage Period is:

8:00 AM through 5:00 PM Monday through Friday except holidays.

During non-standard support hours and holidays, limited support is available, and only critical problem coverage will be provided.

3.2.1 Standard Coverage Period Contact Procedures

Many of the hotline numbers provide menu driven access for Telcordia support personnel.

Live assistance is available via the menu during standard working hours. During non-standard support hours, live assistance is available for problems of a critical nature.

If a Telcordia Customer Service support person is not available to answer the phone, an automatic answering service will record a non-critical message during standard CSCC working hours. If the

problem is of a critical nature (i.e., Severity 1), the customer will have the option to receive immediate attention. Telephone menu instructions for critical problems must be followed to expedite the resolution of the problem.

The CSCC fax number, email address, and electronic access are available for sending of "hard copy" data and/or "electronic copy" data, between Telcordia customers and the CSCC. Critical, service affecting problems should NOT be reported via fax or electronic medium. Response and Resolution objectives can not be guaranteed for critical problems reported in this manner.

3.2.2 Non-standard Hours Contact Procedures

During weekends, holidays, and other non-standard support hours, the Telcordia CSCC hotline numbers should still be used. A customer should follow the instructions of the menu based on the criticality of the request. Generally, a customer should leave a voice message for non-critical problems and requests, and the CSCC will return the call within acknowledgment objectives. For critical problems, use the appropriate menu option and a CSCC representative will assist you or be paged.

3.3 Planned Activity Notification

If critical funded customer installation and deployment activities are to occur out of the Standard Coverage Period, the Telcordia CSCC should be notified as much in advance as possible in order to have appropriate Telcordia staff available to assist, should problems arise. For Customer Services support of major planned activities such as hardware upgrades, notification to the Telcordia Product Manager and Account Services Management is necessary and should be made well in advance of the activity.

3.4 CSCC Contact Numbers

All solution or product problems and technical requests must be reported to the Telcordia CSCC "hotline" number, fax, or email address.

4. TECHNICAL REQUESTS

4.1 TR Logging

Any "live" call, fax and/or email message received from a customer by the Telcordia CSCC will be logged as a Technical Request (TR) and will be monitored and tracked until resolved satisfactorily. A TR number to track the problem is available for the customer.

To facilitate Telcordia diagnosing the problem in an efficient manner, the customer must provide the following information when calling, faxing, or electronically transmitting a technical request:

- ? Product name and/or subsystem
- ? Solution name (if appropriate)
- ? System Release level
- ? Caller's name, location, and company
- ? Call-back telephone number
- ? Processor location and type
- ? Nature of the problem
- ? Description/history of the problem and the customer's efforts to resolve it
- ? System access, database access, and diagnostic information

Some solutions or products may require additional customer information to facilitate determination of the problem.

After the problem has been logged, customers must supply the CSCC with all necessary data and remote system access to diagnose and/or fix the problem in an efficient manner. Response and Resolution objectives cannot be guaranteed when necessary system access and data are not provided to the CSCC.

4.2 TR Severity

4.2.1 Severity Definitions

The TR severity level definitions are based on the loss of system functionality and customer impact. The severity levels are as follows:

- **Severity 1 - Critical**

The system is inoperable and the inability to use the system has a critical impact on the customer's operation.

Severity 1 problems apply to production environments unless mutually agreed upon by Telcordia and Customer.

- **Severity 2 - Severe**

The system is usable, but an essential component of the system is malfunctioning and substantially impacts the customer's operation.

Severity 2 problems apply to production environments unless mutually agreed upon by Telcordia and Customer.

- **Severity 3 - Moderate**

The system is usable but is not functioning in accordance with specifications and the then-current user documentation for the applicable release of the software, and the error condition has no substantial impact on the customer's operation.

4.2.2 TL 9000 Severity Definitions

Telcordia and many of its customers have implemented the TL 9000 telecommunications industry standards. TL 9000 metrics are based on the following severity level definitions:

Critical Critical problems severely affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action, regardless of time of day or day of week as viewed by a customer upon discussion with the supplier.

Major Major problems cause conditions that seriously affect system operation, maintenance, and administration, etc. and require immediate attention as viewed by a customer upon discussion with the supplier. The urgency is less than in the critical situations because of a lesser immediate or impending effect on system performance, customers, and customer's operation and revenue.

Minor Other problems that customer does not view as critical or major are considered minor. Minor problems do not significantly impair the functioning of the system and do not significantly affect service to the customers. These problems are tolerable in system use.

The CSCC will record TL 9000 severity levels in addition to the contractual standard severity levels defined in Section 4.2.1, reporting TL 9000 problem-related metrics (including problem counts and fix time responsiveness metrics). Other metrics on outage duration, installation attempts, etc. are also being collected for TL 9000 metrics reporting. The customer is required to report additional information to Telcordia, when Telcordia was not directly involved in activities. These activities include installation attempts, installation aborts, and locally resolved outages.

4.3 TR Acknowledgment and Initial Call Confirmation

Technical Requests will be acknowledged by a CSCC technical consultant during the Standard Coverage Period and After the Standard Coverage Period. Contract Acknowledgment commitments may vary by solution or product.

4.4 TR Problem Determination

Problem Determination is the isolation of a problem as either a defect or a problem of another nature impacting the system. Technical Request Problem Determination occurs when:

- TR has been converted into a Maintenance Request (MR),
- TR has been converted into an Enhancement Request (ER), or
- Technical assistance problem isolation has been provided, and the problem is not related to a Telcordia software/documentation defect.

If additional effort is required, the problem will be referred back to the customer, and a solution may be provided within Demand Services, as described in Section 9.1.

In cases involving defects, Telcordia will provide the customer with a Restoration or Resolution. If a Restoration is provided for a Telcordia defect, then Telcordia will subsequently provide a Resolution to that defect.

Technical Requests will be closed for insufficient data in the event the Telcordia CSCC does not receive requested information, documentation, or system access from customers or third party vendors within appropriate time frames. The CSCC will notify customers when requested items have not been received, and indicate necessary time frames for receipt.

5. MAINTENANCE REQUESTS

All customer initiated Maintenance Requests (MRs) are originally considered as Technical Requests and go through the TR process described in this document.

5.1 MR Logging

MRs will be generated when a change in the application software or documentation is required to restore or resolve the problem encountered. An MR tracking number is available to the customer.

5.2 MR Severity Levels

All MRs will be assigned a severity level. The MR severity level definitions are the same as the TR severity definitions.

5.3 MR Status Updates

Telcordia will produce MR status information on-line. Quarterly MR status reports will be available to customers when requested.

5.4 MR Restoration and Resolution

Maintenance Requests will be resolved based on contract commitments.

Customers may view open TRs for their company and MRs for all customer companies by using AXESS.

6. ENHANCEMENT REQUESTS

Enhancement Requests (ERs) include system refinements, new capabilities, and new or changed requirements. All ER requests received by the CSCC will be forwarded to the respective Telcordia Program Manager or Product/Project Manager. Technical Requests that are resolved by being converted into ERs will also be forwarded to the respective Telcordia Program Manager or Product/Project Manager.

7. COMMUNICATIONS

7.1 Notification Procedures

On Severity 1 and high customer impact Severity 2 TR/MRs, all impacted Telcordia managers through General Manager will be notified via telephone, text pager, and/or email by the CSCC.

For all other customers potentially impacted by a critical defect situation, the customer contacts (as identified in maintenance contracts) will be notified via telephone or email.

7.2 Escalation Procedures

Telcordia's CSCCs strive to provide quality services support to our valued customers. For cases when customers are not satisfied with Telcordia's handling of a problem (for example, the severity of a problem, whether a problem is a defect or an enhancement, the scheduled release of an MR), the following escalation procedures will be used:

The Telcordia CSCC will advise the customer to notify their company's designated contact (e.g., Product Manager, Project Manager, Business Manager) of the issue. The CSCC will notify the Telcordia Program Manager, Product/Project Manager and/or Account Services Manager (ASM) who will confer with the customer designated contact to resolve the issue. For more specific escalation procedures, customers should refer to their specific contract.

If the issue concerns the severity level of a problem, it will be worked at the level specified by the customer until the issue is resolved by the designated contact. With agreement of the customer, which will not be unreasonably withheld, the Telcordia Program Manager or Product/Project Manager may change the severity level of the problem.

7.3 Customer Service Bulletins

The CSCCs will distribute Customer Service Bulletins (CSBs) to customers. These information bulletins are a means of reporting to the customer current maintenance issues and information pertaining to the application software, vendor hardware, and/or operating system environment. Customers may view CSBs on-line or receive CSBs via fax, email, or U.S. Mail. To add and/or verify names on the CSB distribution list, contact the CSCC.

7.4 Interface Resolution

When a customer problem impacts multiple Telcordia products, the CSCC that received the initial customer request will coordinate joint problem analysis across all appropriate Telcordia products. To provide the customer with a coordinated single solution to their request, the CSCC contacted initially will interface with the customer and provide the problem resolution.

7.5 Reports

Telcordia's quarterly Service Level Compliance reports are available through customer Account Services Managers. Customers may obtain the Service Level Compliance reports by contacting their Account Services Managers or CSCC.

7.6 Site Access

The customer will ensure that all sites have the capability of being accessed by Telcordia support personnel to aid in the investigation of any problem. This includes having communication hardware available and the ability to grant security clearance. Additionally, a mechanism and associated hardware must be available for the file transfer of fixes to critical problems.

7.7 Conferences/Meetings

At times, Telcordia Customer Services will coordinate or facilitate conference calls with customers. These calls may include status conference calls, installation planning conference calls, regularly scheduled conference calls, and key findings conference calls depending on the Services offerings funded by customers.

7.8 On-Line Customer Access

The Telcordia CSCC provides on-line access capabilities, AXESS, which allow customers to access TR, MR, and Customer Service Bulletin information. AXESS has recently been enhanced to allow customer direct TR entry for Severity 3 problems. Customers can run this on-line service over the INTERNET by accessing the Telcordia Home Page at <http://www.Telcordia.com> and selecting "support". Additional information including a login and password may be obtained from the CSCC or ASMs.

7.9 Customer Feedback

Customer call back surveys will be conducted to assess customer satisfaction with the services provided by the Telcordia CSCC. Technical Requests received over a recent period will be used to obtain the data. When TR volume permits, the CSCC will initiate a call back each week for each product. Input received through these surveys will be analyzed and may be utilized to guide the Telcordia team toward improving services.

8. CUSTOMER SERVICES

Telcordia CSCC Directors, Account Service Managers, and Customer Solutions Executive Directors are always available to discuss Telcordia customer service with customers. We welcome customer comments about Telcordia's quality of service and this handbook summary. As needs arise, you may reach us by contacting the Customer and Solution Care Center.

9. SERVICE OFFERINGS

Customer Services offerings are structured into three services:

- ? Base Maintenance to support Telcordia software/documentation defects and keep current support for all funding companies,
- ? Demand Services to support non-defect solution or product operations or administration related problems for individual companies,
- ? Product Support Services to address product or solution business needs not associated with product maintenance.

9.1 Demand Services

The maintenance structure will allow resolutions for system or documentation defects to be developed and shared among all funding customers within Base Maintenance, while directing client specific support and associated costs to the individual companies that report non-defect related problems via Demand Services.

9.2 Product Support Services

Product Support Services aim to address key customer business drivers including cost management, revenue generation, and competitive positioning by offering integrated solution delivery. Customers may choose the service offerings best suited for their needs, including, but not limited to:

- ? Systems Installation
- ? Business Operations Analysis
- ? Data Management Support
- ? Business Integration
- ? System Administration Support
- ? Implement the Business Paradigm Shift
- ? Client/Server and Distributed Computing Services
- ? Experienced Implementation Management
- ? Entire Implementation Performed by Telcordia

Although Product Support Services is typically independent of Demand Services, individual customer contract structure may vary based on requirements. The CSCC or Account Services Managers may be contacted to obtain these services.