

Infinera Technical Support



Real-world help. Whenever you need it.

Whether you need occasional advice, full-time help, or middle-of-the-night incident resolution, you can count on Infinera for support. With dedicated technical engineers available on-site or remotely—plus a whole world of tools and information online—you can keep your network running smoothly, so you can focus on running your business.

With Infinera Technical Support, you can expect:

- Fast, effective problem solving
- Expert, hands-on help
- Comprehensive, online incident tracking

Get expert help, anytime, with our Technical Assistance Center.

From dedicated, personalized help to comprehensive online tools and documents, our Technical Assistance Center delivers the help you need, when you need it. You'll also benefit from our state-of-the-art simulation lab and full back office support.

Comprehensive Case Management

Get the personalized support you need to resolve your case quickly, including:

- A highly trained, dedicated engineer monitoring your case
- Well-defined escalation resources
- Automated e-mail notifications with incident case update

Instant Online Access

Find and share information 24/7 using our secure customer web portal and FTP server. This essential online resource gives you:

- The ability to upload system logs and other files
- The power to create, manage, and escalate your own incident reports
- Software and technical documentation downloads, online training courses, and license expiration dates



"I've been on the front line of solving a problem that would not have been corrected so quickly if we wouldn't have been pushing hard to get them solved."

—Professional Services Engineer

Comprehensive Technical Support

- 24/7 Technical Assistance Center
- On-Site Technical Support
- Dedicated Remote Technical Support

Remote and On-site Technical Support

Behind every great network, there's a great tech support engineer.

Our dedicated technical support engineers are available wherever you need them most, whether it's on the phone, online, or working side-by-side with your team.

On-site Technical Support

Get the hands-on help you need with the on-site services of an Infinera field service engineer, who can offer:

- Hands-on troubleshooting
- Comprehensive, ongoing program management
- Preventive maintenance

Dedicated Remote Technical Support

Get a dedicated technical engineer who serves as your single point of contact for all technical needs, including:

- Maintenance and support
- Incident resolution plans and reports
- Network expansion activities

For More Information

Contact your sales representative or go to www.Infinera.com. Current Infinera customers can visit our Technical Assistance Center online: customersupport.infinera.com.



Infinera Global Headquarters
169 Java Drive
Sunnyvale, CA 94089
USA
Tel: +1.408.572.5200
Fax: +1.408.572.5454
www.infinera.com

Sales Contacts:
Americas
sales-am@infinera.com

Asia and Pacific Rim
Infinera Asia Limited
391B Orchard Road
#23-01 Ngee Ann City Tower B
Singapore 238874
Tel: +65.6832.8099
sales-apac@infinera.com

Europe, Middle East, and Africa
CityPoint
1 Ropemaker Street
London, EC2Y 9HT
UK
Tel: +44.207.153.1086
sales-emea@infinera.com

Customer Service and Technical Support
Within North America
Tel: 1.877.463.5288
Outside North America
Tel: +1.408.572.5288
techsupport@infinera.com