

Infinera Maintenance Services



We've got you covered.

Our Maintenance team delivers fast, efficient solutions to your real-world network issues. Services include next-day hardware replacement, around-the-clock technical support, on-site, on-demand engineers, and extended warranties.

Invest in Infinera Maintenance Services, and you'll get:

- Increased network uptime
- Fast, effective problem solving
- Increased operational efficiency

Get the spares you need, when you need them.

With our global Spares Management service, you have access to a complete inventory of network hardware that's ready to be shipped anywhere, anytime.

In the event of a hardware failure, choose from two rapid spares dispatch services:

- Four-hour spares arrival
- Next business day spares arrival

First Line Maintenance: On-site, on-demand technical support.

Our highly trained experts are available for dispatch on a 24x7x365 basis, across all of North America, EMEA, and LATAM. Upon arrival at your site, they can quickly remove a defective module and install its replacement, or they can facilitate fault isolation that can't be performed remotely.

Our engineers can be dispatched directly to your facility with two arrival options:

- Four-hour engineer arrival
- Next business day engineer arrival



"The most satisfying part of my job is helping customers feel confident—and happy—with our solutions."

—Latin American
Operation Manager

Comprehensive Maintenance Services

- Spares Management
- First Line Maintenance
- Warranties
- Software Subscription

Warranties and Software Subscriptions

Protect your network investment.

With our comprehensive warranty options, you'll know that your Infinera equipment is covered. Newly purchased hardware and software is automatically protected for an initial period from the date of product shipment, and warranties can be renewed in yearly increments for a renewal fee.

Hardware Warranty

This 2-year standard warranty on the Infinera Digital Optical Network® includes:

- Prompt hardware replacement and repairs
- Comprehensive failure analysis on returned modules
- Additional levels of coverage and warranty extensions

Software Warranty

This 90-day standard warranty on the Infinera IQ® Network Operating System and Infinera Network Management Suite includes:

- Software subscription privileges for maintenance releases
- Additional levels of coverage and warranty extensions
- 24/7 Technical Assistance Center support

Take your software warranty to the next level.

Extend your software warranty to include full access to new enhancements and supported Feature Packs, so you can keep your network systems up-to-date and running smoothly all year long.

Software Subscription Service

This annual service includes:

- Access to all software enhancements and feature pack releases
- Infinera software warranty coverage
- 24/7 Technical Assistance Center support

Software Upgrade License

This one-time upgrade license includes:

- Infinera software warranty coverage
- 24/7 Technical Assistance Center support

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.



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