



MeritonCare: World-class customer support and services

Worldwide support coverage

Technical assistance center

www.MeritonCare.com

Repair and sparing service

Flexible support packages
and options

Professional services

Training

Meriton Networks is singularly focused on the success of its customers. As a result, Meriton offers its customers a world-class service and support offering, called MeritonCare™. The goal of MeritonCare is to ensure that customers' networks are performing optimally, and are providing excellent on-going value. Knowing that a request for help can come at any time, for any location in the world, Meriton Networks has partnered with global authorized MeritonCare delivery partners to provide a scalable, rapid response team, poised to assist in any situation. MeritonCare provides a total network support solution that offers the maximum required protection at the best possible value, including various support packages to fit all customers and a full range of professional services.

WORLDWIDE SUPPORT COVERAGE

Meriton engineers have extensive experience in communications products and technologies. This depth of experience and knowledge ensures long-lasting, productive support relationships and strong customer satisfaction. Customers can be assured of receiving highly skilled, consultative support through Meriton's highly respected field engineering organization. In addition, Meriton's authorized MeritonCare delivery partners operate logistic centers to provide support and sparing services wherever it is required. Together with our partners, Meriton offers a network of field support engineers to support networks in every region of the world.

TECHNICAL ASSISTANCE CENTER (TAC)

The Technical Assistance Center (TAC) is the focal point for all operational support activities, providing answers to technical queries and problem handling seven days a week, twenty-four hours a day, 365 days a year. The TAC tracks and monitors all reported problems, incidents and questions the customer wishes to raise, and will request the dispatch of field staff, manage logistics for return and repair requests, and escalate problems to Meriton product specialists as needed.

WWW.MERITONCARE.COM

Through our MeritonCare Web site (www.MeritonCare.com) each customer receives a secure, personalized micro-site where they can view the technical documentation and release notes specific to their deployment. Customers may interact with the support team, log and view the status of incidents and download the latest feature loads or updates.

REPAIR AND SPARING SERVICES

MeritonCare customers are provided with a selection of repair options to meet the demands of their deployment. In addition to the standard return and repair service, Meriton also offers an advanced replacement and a sparing service for customers who require the assurance of fast replacement parts.





FLEXIBLE SUPPORT OPTIONS

MeritonCare complements standard warranties on newly purchased Meriton products and provides a network-wide support service to customers. MeritonCare support packages combine various service elements to meet the unique needs of each customer. In addition, customers may enhance their support package with any of the support and services options offered with MeritonCare.

PROFESSIONAL SERVICES

Meriton's highly trained engineers can research, design, install, and maintain equipment in customers' wavelength networks. The Meriton professional services team ensures that customers receive highly skilled, consultative support for site preparation, analyzing requirements and traffic patterns, designing networks and many more professional services.

TRAINING

One of the best ways to maximize your investment in the Meriton Networks solution is to ensure that your field technicians and operations staff are trained to design and deploy wavelength networks. All of Meriton's trainers are experienced experts in optical networks, and are also gifted at communicating technical information clearly and comprehensively. Professional materials, including student handbooks and sample exercises, are a valuable resource for ongoing use by customers. The training course material is designed to complement the user documentation by educating participants on the general features and capabilities of the Meriton Networks solution.

ABOUT MERITON NETWORKS INC.

Meriton Networks Inc., provider of the optical networking foundation for 21st century networks has developed the industry's first unified end-to-end Agile Optical Networking architecture. Meriton customers, which include incumbent and competitive carriers as well as world-class enterprises, deploy a single, cost-effective solution that addresses the issues of fiber relief and network cost reduction, while also enabling the delivery of all high-speed metro and regional services. The Meriton solution includes metro access, metro core and regional extension products, which are fully managed by a best-in-class suite of network and service management and network planning tools.

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Printed in Canada

Part No. 921-0013-01 Rev 2.10