

A photograph of a call center environment. Several agents are seated at desks with computer monitors and headsets. The focus is on a woman in a pink shirt in the foreground, with others blurred in the background. A semi-transparent white banner is overlaid across the middle of the image.

TEMS™ Support 2.0

Customer Presentation

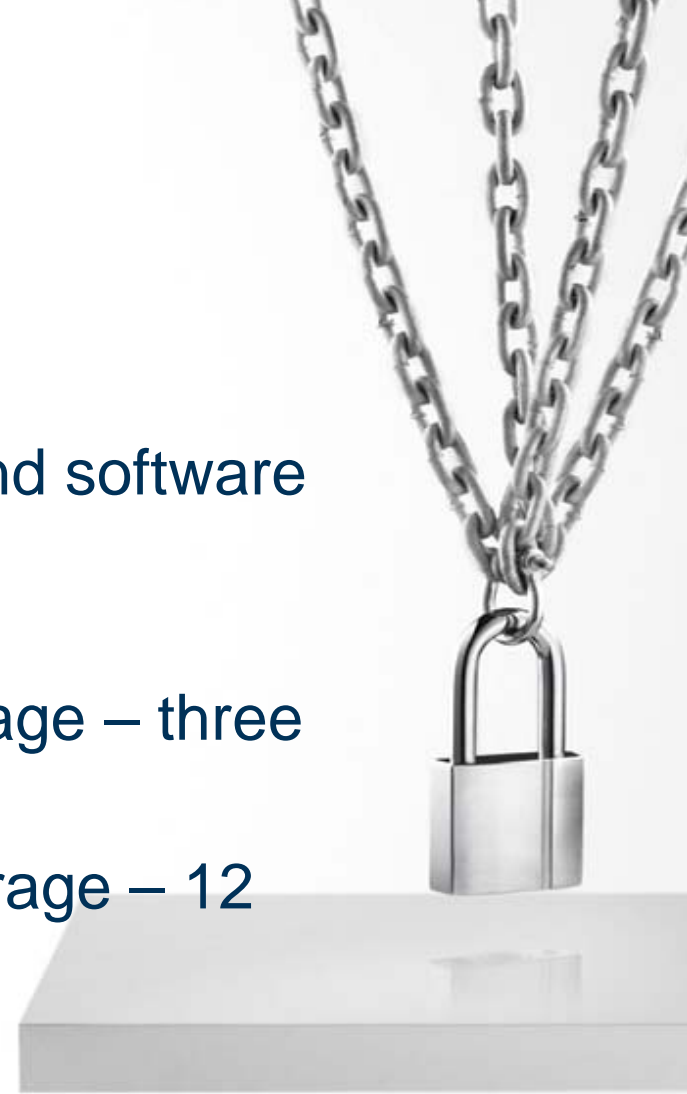
New in TEMS Support 2.0

- Gold Support – highest level
- Service Delivery Manager
- Quarterly or monthly reports
- Advance Shipment of Equipment
- Extended Hardware Warranty
- Advance Swap Repair
- Consultative Support



Ericsson TEMS Warranty

- Best-in-class quality assurance
- Correction and replacement of hardware and software by reason of fault in material, design, or workmanship
- Software and related documentation coverage – three months
- Hardware and related documentation coverage – 12 months



Will that be enough?

Protect your investment with TEMS Support

- Ability to gain coverage beyond warranty conditions
 - Protection beyond design, workmanship, and materials
 - Protection during actual life of the product
- Immediate access to the knowledge and experts relevant to your field
- Maximized usage of TEMS tools to help you stay competitive
- Support for you – not just your product



TEMS Support Helpdesk

- Contact the Helpdesk by phone, e-mail, or fax
- Go to our comprehensive Support website to find:
 - Information on the latest releases and supported versions
 - Access to product updates and technical notes
 - FAQs with information on common issues about TEMS products



TEMS Support Components

Warranty Support Components

- Helpdesk access for three months and for warranty claims
- Software updates (maintenance releases)
- Continuously updated FAQs

Silver Support Components

- All Warranty Support components
- Priority Helpdesk assistance
- Guaranteed response time
- Software upgrades
- Service Delivery Manager
- Quarterly status reporting
- Advance shipment of upgrades

Gold Support Components

- All Silver Support components
- Highest-priority Helpdesk assistance
- Major software releases
- On-site support
- Monthly status reporting

Optional Support Components

- Extended Hardware Warranty
- Advance Shipment of Upgrades
- Advance Swap Repair
- Consultative support

TEMS – Making Wireless Better

- Industry leaders with years of experience
- Worldwide sales and support
- Tools to support major technology
- A complete path from 2G and 2.5G to 3G

Learn more about the TEMS portfolio at:
www.ericsson.com/tems

every



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