



ProServices Description of Service Offering ProCare Move/Add/Change Support for Unified Communications

This Description of Service Offering (DSO) describes ProCare Move/Add/Change (MAC) Support for Unified Communications. MAC Support augments ProCare maintenance coverage on NetVanta 7000- and UC-series products by providing remote administrative configuration changes commonly needed by customers but not included in standard ProCare. MAC Support may be applied only to systems that are concurrently covered with ProCare.

ADTRAN ProCare MAC Support covers:

- adding, deleting, or modifying user accounts or phone configurations;
- modifying the configuration of existing features and services like auto-attendants, ring groups, call queues, etc.

It does not cover:

- configuration of any new feature that may become available in subsequent software releases;
- deployment of features not already configured in the system;
- complete configuration rebuilds;
- any onsite work; or
- manipulation of any systems not specifically covered by MAC Support (including any non-ADTRAN equipment).

MAC events occur during ADTRAN's regular business hours (Monday through Friday between 8:00 a.m. and 5:00 p.m. Central Time, excluding holidays) and must be scheduled in advance. To request a MAC event, the customer may call the ADTRAN Customer Care Center at 888-423-8726 during regular business hours and provide the Service Plan number, the registered company name, or the serial number of the covered system. MAC events are normally scheduled for completion within two business days of the initial request.

Exceptional Customer Service

ADTRAN strives to live up to our reputation of providing exceptional customer service. We welcome your comments and suggestions about how we can improve the services we offer. Please feel free to contact us any time at CustomerSupport@adtran.com or 888-4ADTRAN (888-423-8726).