

# Oracle Communications Network Software Premier Support

Oracle's comprehensive line of communications software enables customers to manage and monetize the explosive growth in mobile data traffic and multimedia applications. Oracle's global support services, essential technical assistance and telecom expertise, can help you leverage the full potential of your communications networking software.

## Complete support. Incredible results.

With Oracle, you receive unparalleled expert support, when you need it, on a global scale. Oracle Communications Network Software Premier Support helps you efficiently and securely enable connections for IP and mobile data networks by providing:

### Access to service request assistance 24/7

Your staff has immediate access to assistance and the ability to log service requests through My Oracle Support. Additionally, non-technical customer service is available during normal business hours. We provide fast answers and proven solutions based on our experience supporting more than 300 communications service providers in over 100 countries. You can rest assured our telecom experts are there when you need them to help you address the demands of increasingly complex networks.

### Essential product updates

The service includes major product and technology releases and upgrade scripts for your Oracle communications networking software to maintain network performance. That means access to bug fixes, updates, and security alerts to help keep your network current and secure. Remote installation of Oracle Communications Network Software is also included.

### Integrated service

Whether you are running a combination of Oracle network software products or a complete Oracle communications solution, you can count on integrated support and updates with a single point of accountability and consistent service worldwide.

Complete Support for Oracle  
Communications Network  
Software

### Features

- Major product and technology updates and releases.
- Upgrade scripts.
- Telco enhanced Service Level Standards (SLS) including remote installation of Oracle Communications Network Software.
- Fixes and security alerts.
- 24/7 service request assistance.

### Benefits

- Access to world-class network reliability and support via TL9000 certified processes and best practices.
- Maintain network performance with software updates and major product and technology releases.
- Achieve high system availability through rapid response and support.
- Gain full potential of your communications networking software by leveraging Oracle's scale, core competencies, and telecom expertise.
- Access updates, fixes, and security alerts without additional support fees.

## Rapid-response software support

When you require software support, we are ready to respond—within 15 minutes for Severity 1 and 2 service requests. Oracle Communications Network Software Premier Support provides Telco-enhanced Service Levels Standards (SLS) for remote response, restoration, and resolutions times. Our highly trained technicians leverage their experience, diagnostic tools, and vast knowledgebase to quickly troubleshoot and resolve software issues to get your network back on track quickly and effectively.

## TL9000 Certified

Oracle Communications Network Software Premier Support provides the world-class reliability and support service you depend on through TL9000 certified processes and best practices.

## ORACLE COMMUNICATIONS NETWORK SOFTWARE PREMIER SUPPORT REMOTE RESPONSE TIMES

Complete software support covering Oracle Communications Network Software. Includes remote software installation and assistance.

SERVICE	REMOTE RESPONSE TIME
Response times*	<ul style="list-style-type: none"><li>Severity 1 Response Time—15 minutes</li><li>Severity 2 Response Time—15 minutes</li><li>Severity 3 Response Time—reasonable efforts</li></ul>
Remote restoration times**	<ul style="list-style-type: none"><li>Severity 1 Remote Restoration Time—6 hours</li><li>Severity 2 Remote Restoration Time—48 hours</li><li>Severity 3 Remote Restoration Time—reasonable efforts</li></ul>
Resolution Times***	<ul style="list-style-type: none"><li>Severity 1 Resolution Time—30 days</li><li>Severity 2 Resolution Time—30 days</li><li>Severity 3 Resolution Time—180 days</li></ul>
Remote Installation of Integrated Software (including integrated software options)	<ul style="list-style-type: none"><li>Included</li></ul>

\* Response Time—The elapsed time beginning when you create a service request until Oracle first responds to you.

\*\* Remote Restoration Time—The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.

\*\*\* Resolution Time—The elapsed time beginning when you create a service request to when your issue is resolved.

Note that this offering is available for the following Oracle Communications Network Software programs only: Diameter Signaling Router Network Function Edition; Integrated Diameter Intelligence Hub - Network Function Editions; Common Signaling; Performance Intelligence Center Network Function Edition; Policy Management Network Function Edition; Cloud Native Core; User Data Repository Network Function Edition; Perpetual license of Session Border Controller, Subscriber-Aware Load Balancer, Core Session Manager, Session Router, Mobile Security Gateway, Operations Monitor, Control Plane Monitor, Fraud Monitor, Application Orchestrator, and Evolved Communications Application Server; Net-Net Central applications; Elastic Charging Engine and Charging Traffic Monitor; Network Service Orchestration; Convergent Charging Controller; Recharge and Voucher Management; and Notification Gateway.

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