



ACES - NetVanta 3000 Series

ADTRAN Custom Extended Services (ACES) for the NetVanta 3000 Series

Product Features

- Nationwide installation and maintenance
- Spare parts depots are strategically located nationwide for quick deployment
- Customized service to meet the needs of your business
- Both on-site and telephone support available
- Options available ranging from four-hour service to next business day
- More than 3,000 trained field technicians and 40 inside technical support engineers in the U.S. and Canada waiting to assist you
- Priority access to technical support engineers

ADTRAN® Custom Extended Services (ACES) is a comprehensive and flexible installation and maintenance services program designed to protect your network from unnecessary downtime. With ACES protection, if something should go wrong with any of the NetVanta® 3000 Series of access routers, you are guaranteed priority access to fully-trained, ready-to-assist technical experts.

With an industry-leading five-year ADTRAN warranty, why do customers need to purchase ACES?

ADTRAN provides a market-leading warranty on all the NetVanta 3000 Series of access routers, with *FREE* ADTRAN Operating System (OS) Software Updates via the web, and a return-to-factory repair and replacement guarantee. For customers who require installation assistance, or a more rapid response, ADTRAN has the ACES program, offering a range of equipment installation and replacement options from four hours to next business day.

Installation

On-Site Installation Service

The ACES organization schedules a field engineer to install ADTRAN's NetVanta 3000 Series at the customer premises. The engineer will review the application prior to installation; mount, configure, and program the hardware; test to ensure proper operation within the customer's network; and coordinate operations with necessary personnel. To coordinate services, personnel, equipment, and to ensure a smooth installation, at least five business days notice is required.

Remote Installation Service

ACES will schedule a Technical Support engineer to be available by telephone to assist in installing ADTRAN's NetVanta 3000 Series. ADTRAN will review the application, guide the customer through hardware and software programming, and assist in testing to ensure proper operation in the customer network.

Maintenance Service

Remote Services

ACES 5x8xNBD: Telephone response from an ADTRAN ACES representative within 30 minutes of your call during normal business hours (8 a.m. - 5 p.m. local customer time), excluding weekends and holidays. In the event of an ADTRAN hardware failure, replacement parts will arrive the next business day (NBD). On weekends and holidays, a replacement product will be shipped the next business day.

ACES 7x24x4: Telephone response from an ADTRAN ACES representative within 30 minutes of your call for support 24 hours-a-day/365 days-a-year. Replacement of parts will arrive within four hours after the determination of an ADTRAN hardware failure.

On-Site Services

ACES Site 5x8xNBD: Telephone response from an ADTRAN ACES representative within 30 minutes of your call during normal business hours (8 a.m. - 5 p.m. local customer time), excluding weekends and holidays. An ADTRAN representative and a replacement unit (if necessary) will arrive on-site within the next business day (NBD) after the determination of an ADTRAN hardware failure. On weekends and holidays, a replacement product will be shipped the next business day.





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**For the regional office
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www.adtran.com/where2buy



ADTRAN is an
ISO 9001: 2000 certified supplier.



ADTRAN is a
TL 9000 3.0 certified supplier.

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ADTRAN Custom Extended Services (ACES) for the NetVanta 3000 Series

ACES Site 5x8x4: Telephone response from an ADTRAN ACES representative within 30 minutes of your call during normal business hours (8 a.m. - 5 p.m. local customer time), excluding weekends and holidays. An ADTRAN representative and a replacement unit (if necessary) will arrive on-site within four business hours after the determination of an ADTRAN hardware failure.

ACES Site 7x24x4: Telephone response from an ADTRAN ACES representative within 30 minutes of your call 24 hours-a-day/ 365 days-a-year. An ADTRAN representative and a replacement unit (if needed) will arrive on-site within four hours after the determination of an ADTRAN hardware failure.

ACES Quote Calculator

Determining the ACES service plan that's right for your NetVanta 3000 product has never been so easy. All ACES solutions are chassis-based, meaning the service plan is determined by the chassis, not the added modules you purchase. The ACES Configurator is an easy-to-use, web-based, online Quote Calculator that allows you to view ACES options and their respective list prices for any piece of ADTRAN equipment at the click of a button. Just select the ADTRAN chassis that interest you and all installation and maintenance options for that piece of equipment will be detailed for you. To access the ACES Quote Calculator visit: <http://www.adtran.com/aces>

Ordering Information

Installation	Part #
Remote Installation Service	1100101 XX*
On-Site Installation Service	1100102 XX*
Maintenance	Part #
ACES 5x8xNBD Maintenance One Year	1100201 XX*
ACES 5x8xNBD Maintenance Three Years	1100301 XX*
ACES 7X24X4 Maintenance One Year	1100202 XX*
ACES 7X24X4 Maintenance Three Years	1100302 XX*
ACES SITE NBD Maintenance One Year	1100203 XX*
ACES SITE NBD Maintenance Three Years	1100303 XX*
ACES SITE 5X8X4 Maintenance One Year	1100204 XX*
ACES SITE 5X8X4 Maintenance Three Years	1100304 XX*
ACES SITE 7X24X4 Maintenance One Year	1100205 XX*
ACES SITE 7X24X4 Maintenance Three Year	1100305 XX*

* Based on the NetVanta product identification key noted below, complete the ACES part number appropriately.

N2 - NetVanta 3200, 3205, 3205 DC

N3 - NetVanta 3305 and NetVanta 3200, 3205, 3205 DC with Enhanced Feature Pack

N4 - NetVanta 3305 with Enhanced Feature Pack

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