

# **PSI Technical Support Services for DZS**

*Service Providers*

***OLT, ONT, NMS and CPE***

***Product Source International Datacomm***

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# PSI Technical Support Services for DZS

*Reliable. Expert. Tailored to Your Needs*

Due to recent developments, DZS is unable to support their customers as they did before, leaving customers without full manufacturer support for their critical systems.

PSI steps in to fill this gap. With our team of **top, factory trained engineers**—each boasting over **20 years of hands-on experience with DZS equipment**— PSI provides full support for your DZS equipment. From troubleshooting to system optimization, PSI empowers your business to overcome operational challenges and maintain peak performance.

Choose PSI for dependable, expert support that keeps your network running smoothly. Contact us today to elevate your broadband operations!

## Comprehensive Services

- Break/Fix: Rapid resolution of hardware and software failures to restore functionality
- Configuration: Expert setup and optimization of DZS systems for peak performance
- Troubleshooting: In-depth diagnostics to identify and fix complex issues fast
- Moves/Adds/Changes (MAC): Seamless support for relocating, adding or modifying DZS equipment

## Our Support Offerings

- Flexible Contract Terms and Professional Service Offerings
- 8x5 Telephone & Email Support
- 24x7 Critical Response
- Best-Effort Commitment: Without full manufacturer support, we have the experience to tackle issues others can't

## Equipment Covered

- Optical Line Terminals (OLT), L2/L3 Switches, DSLAMs and other Head-End Equipment
- Customer Premises Equipment, e.g., modem, ONT/ONU, xDSL
- Network Management Systems, e.g. ZMS

## Remote Diagnosis

- Depending on customer requirements, PSI technical staff can remotely access customer's network to assist in diagnostics and trouble-shooting to resolve issues quickly and easily
- Remote diagnostics are performed via secure remote access to the customer network
- If necessary, customer issues can be duplicated in PSI lab for better analysis

## Technical Support Portal (Future)

The Technical Online Support provides the customer with full access to all product information provided by PSI.

- Product documentation
- Technical bulletins
- Product datasheets

## Next Step:

- Contact us to discuss your DZS setup, explore pricing, and strategize the perfect support package



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# PSI Technical Support Services for DZS

## Technical Support – Service Providers

Secure reliable technical support with our annual support contracts, designed to meet your business needs. At PSI we know how important and critical it is for service providers to keep your systems operational 24x7.

With DZS no longer able to provide full manufacturer support, it is no longer possible to escalate certain issues to engineering. Our support staff is DZS trained with many years of DZS product support.

**The PSI support program requires a valid service contract in place. Based on the standard service levels, individual customer requirements can be considered within the Service Level Agreement.**

1. Technical assistance service is “best effort” based on priority of tickets and availability of engineers
2. After hours support is for critical network down incidents only
3. PSI cannot offer ongoing software maintenance releases or software updates for DZS equipment
4. PSI offers minimal hardware repair service



# PSI Technical Support Services for DZS

Support Program	Standard Support: 9AM – 6PM Eastern	Enhanced Support: 24/7 Support for Critical Failures
<b>Technical Assistance Service</b>		
<ul style="list-style-type: none"> <li>Support by phone, e-mail or PSI Service Cloud<sup>1</sup></li> </ul>	■	■
<b>Support</b>		
<ul style="list-style-type: none"> <li>Support window</li> </ul>	8x5	24x7 Off-Hours call back for critical incidents
<ul style="list-style-type: none"> <li>Response times</li> </ul>	Best effort <i>Strive for less than 4 hours</i>	Same day <i>Strive for less than 2 hours</i>
<b>Support for Critical Incidents</b>		
<ul style="list-style-type: none"> <li>Support window</li> </ul>	8x5	24x7 Off-Hours call back for critical incidents
<ul style="list-style-type: none"> <li>Response times</li> </ul>	Best effort <i>Strive for less than 2 hours</i>	4 hours <sup>2</sup> <i>Strive for less than 2 hours</i>
<b>Technical Online Support<sup>3</sup></b>		
<ul style="list-style-type: none"> <li><a href="http://www.psitec.com">www.psitec.com</a> (future)</li> <li>Product release notes and documentation updates</li> </ul>	■	■
<b>Hardware Repair &amp; Return</b>		
<ul style="list-style-type: none"> <li>Customer pays for inbound shipping</li> <li>PSI pays for return shipping</li> <li>30 business day turn-around on repairs</li> <li>Spares and replacements<sup>4</sup></li> </ul>	Future	Future

<sup>1</sup> Will be available when Service Cloud completed

<sup>2</sup> Subject to support staff availability

<sup>3</sup> When available

<sup>4</sup> Subject to availability



# PSI Technical Support Services for DZS

## About PSI

PSI, a trusted name in telecommunications since 1983, brings decades of expertise to the table, particularly with DZS equipment. Since 1999 we have been selling and supporting DZS products, equipping us with a deep knowledge of Zhone / DZS ONTs, OLTs and systems. With over 25 years of DZS specialization, PSI is uniquely positioned to deliver reliable, expert support for your DZS infrastructure as well as other products

## Why Partner With PSI?

- PSI has been selling and supporting telecom and network equipment for more than 30 years
- Unmatched Expertise: Our team features **top DZS support engineers**, each with **over 20 years of hands-on troubleshooting experience with DZS** and other network products.
- Proven Solutions: We specialize in minimizing downtime and optimizing performance for your systems.

Trusted Support: Extensive knowledge fills the gap left by DZS's closure, delivering peace of mind when you need it most

## PSI Lab

Our lab consists of a variety of DZS OLTs, ONTs, and switches. PSI also has equipment from many other manufacturers that we sell and support, helping our staff to provide you with extensive testing and troubleshooting capabilities.

## Elevate Your Operations

With extensive hands-on experience and a proven track record, we specialize in minimizing downtime, optimizing system performance, and delivering peace of mind. PSI is dedicated to support customers to maximize the reliability and uptime of their networks.



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