

Dialogic[®] Worldwide Services

Dialogic Worldwide Services is well-positioned to provide, deploy, and support complete solutions to meet the needs and requirements of our customers across the globe.



Dialogic® Pro™ Services

Accelerate your deployment, manage your network, and get the most out of your infrastructure investment with Dialogic Pro Services:

- Pro Deployment Services
- Pro Advanced Services
- Pro Maintenance and Technical Support Services
- Technical Product Training



Pro Services Value

- Deep experience in Dialogic’s services team of engineers
- Regional teams for enhanced responsiveness
- Excellent Customer Satisfaction levels for Support
- Array of service options to meet each customer’s needs
 - Deployment Options
 - Training Options
 - Developer Assistance
 - Maintenance and Technical Support Services
 - Professional Services
 - Managed Services
 - System Integration Services

- ✓ Professionalism and courtesy: **9.6** (out of 10)
- ✓ Pro Services skill level: **9.6**
- ✓ Responsiveness: **9.5**
- ✓ Communications with customers: **9.4**

9.3 Overall customer satisfaction rating

Global Coverage

Service locations worldwide



Your success is important to Dialogic. Let our global team of experts help you with all your support needs to get the most out of your network with these Dialogic Pro Services.

Pro Deployment Services

Pro Deployment Services team of Project Managers and Professional Service engineers work hand in hand with customers to deploy products into networks of varying size, including major carriers and complex networks. Deployment services include:

- System and network design
- Multi-site project management
- Site surveys
- Equipment staging
- Installation and commissioning
- ATP development and execution network expansions
- Trial support

Examples of supported networks and projects:

Consumer business services | Contact Center deployments | IMS and VoLTE networks | IMS MRF and MRB projects | Large scale class 4 replacement and cutovers | LTE roaming and Diameter signaling solutions | MVNO/MVNE enablement STP replacements | Unified Communications

Pro Advanced Services

Pro Advanced professional services can help you plan, execute, optimize and manage your network to get the most out of your technology investment with a global team of technical and operational experts.

- Managed and operational services
 - Outsourced network maintenance and management
- Traffic migration
 - Customized consulting, planning, and route optimization
 - Migration script development
 - Remote or onsite monitoring and rollback support
- Customized route policy design
- Third party interoperability and integration
 - Integration to 3rd party products, OSS/BSS
- System optimization
 - Performance audits, analysis and reconfiguration
- Customized reporting

Pro Maintenance and Technical Support Services

Dialogic provides unparalleled technical support for queries complex or simple, offering timely high-quality services from its team of experts. As a global organization, Dialogic is well-positioned to provide responsive support whatever your location.

Dialogic solutions are in 96% of the top 50 mobile carriers supporting over 4 billion mobile subscribers worldwide, and 80% of Fortune 1000 companies.

Here's what our customers are saying about Dialogic Pro Services:

"The rapid deployment of Dialogic's ControlSwitch into a complex IN service infrastructure enabled us to quickly decommission and migrate traffic from our legacy switches."

— *NGN Softswitch customer*

"Fast feedback, deep analysis, well qualified, detailed response, and flexibility."

— *Optimization customer*

"Your staff is very helpful and reliable, available when needed and show initiative in resolving problems ASAP. Well done as usual!"

— *Virtualized SBC customer*

"You are the experts! I liked the responsiveness - very appreciated."

— *Media Gateway customer*



Pro Maintenance and Technical Support Highlights

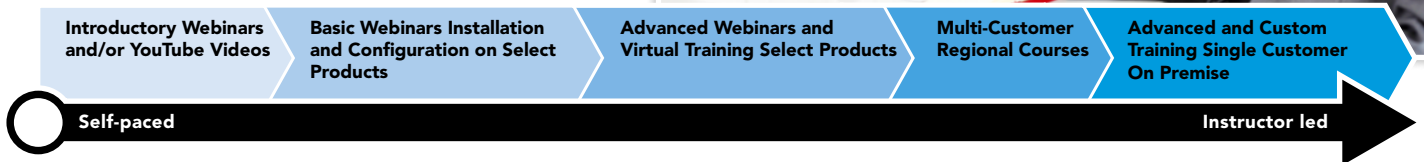
- Percentage based pricing
- Service levels give you budget flexibility (Platinum, Gold, and Silver service levels)
- Third party first call coverage as needed
- Assigned lead engineer for NGN/MGCF and strategic customers

Service Feature	Platinum Agreement	Gold Agreement	Silver Agreement
Web support: access to online manuals, discussion forums, knowledge base articles	√	√	√
Software updates for generally available releases	√	√	√
Access to new software releases	√	√	√
8x5 remote technical support	√	√	√
Return-to- factory repair	√	√	√
Enhanced response times: critical=30 mins; major=2 hrs; minor=4 hrs	√	√	
24x7 coverage for critical cases - impacting production	√	√	
Advance hardware replacement	√		

Technical Product Training

Dialogic provides a compliment of options to meet customer training needs. Several choices are available including YouTube videos, instructor led webinars, classroom training and custom courses. These options vary based on the Dialogic product line.

- Instructor led courses on-site or at Dialogic facilities
 - Professional Trainers with deep product knowledge
 - High customer satisfaction ratings for our course offerings
- Regional multi-customer courses
 - Minimum levels of attendees required
- Advanced custom courses
 - For select products or by special request
 - Customized for your specific needs
 - Provided by content experts
- Certification program for self-installation
 - For select products
- Most product training courses are 3 to 5 days





www.dialogic.com

For a list of Dialogic locations and offices, please visit: <https://www.dialogic.com/contact.aspx>

INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH PRODUCTS OF DIALOGIC INC. AND ITS AFFILIATES OR SUBSIDIARIES ("DIALOGIC"). NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN A SIGNED AGREEMENT BETWEEN YOU AND DIALOGIC, DIALOGIC ASSUMES NO LIABILITY WHATSOEVER, AND DIALOGIC DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF DIALOGIC® PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHT OF A THIRD PARTY.

Dialogic products are not intended for use in certain safety-affecting situations. Please see <http://www.dialogic.com/company/terms-of-use.aspx> for more details.

Dialogic may make changes to specifications, product descriptions, and plans at any time, without notice.

Dialogic is a registered trademark of Dialogic Inc. and its affiliates or subsidiaries. Dialogic's trademarks may be used publicly only with permission from Dialogic. Such permission may only be granted by Dialogic's legal department at 6700 Chemin de la Cote-de-Liesse, Suite 100, Montreal, Quebec, CANADA H4T 2B5. Any authorized use of Dialogic's trademarks will be subject to full respect of the trademark guidelines published by Dialogic from time to time and any use of Dialogic's trademarks requires proper acknowledgement.

The names of actual companies and products mentioned herein are the trademarks of their respective owners. Dialogic encourages all users of its products to procure all necessary intellectual property licenses required to implement their concepts or applications, which licenses may vary from country to country.

Any use case(s) shown and/or described herein represent one or more examples of the various ways, scenarios or environments in which Dialogic® products can be used. Such use case(s) are non-limiting and do not represent recommendations of Dialogic as to whether or how to use Dialogic products.