

Professional Services (PSV)

At Your Service.

Over the last decade the Internet has taken up a more prominent place in our everyday-life. The simple modem we once knew has evolved into a more complex gateway to address the changing needs of both operators and end-users.

Today the gateway has become a living node in the operator's network, and its features are more and more integrated into the operator's network.

The dramatic changes in the operator's CPE model and the growing complexity require a very stable gateway to guarantee the operator's revenues.

We at THOMSON, world leader in access technologies, offer not only state-of-the-art gateways, but full solutions to fulfil these higher expectations.

To further warrant guaranteed maintenance, support and customization of the operator's installed base THOMSON introduces 4 new professional services, THOMSON at your service.

Maintenance & Support



Can be on a given platform or Software Development Kit

Covers:

- (1) Helpdesk
- (2) SW Updates
- (3) Bug Fixes
- (4) Crisis Management

Yearly fee contract

Release Upgrade



Provides access to a new set of features (from more recent generic Releases)

A fee per upgraded box

Custom Developments



- (1) Non generic features
- (2) On customer request

Fixed price

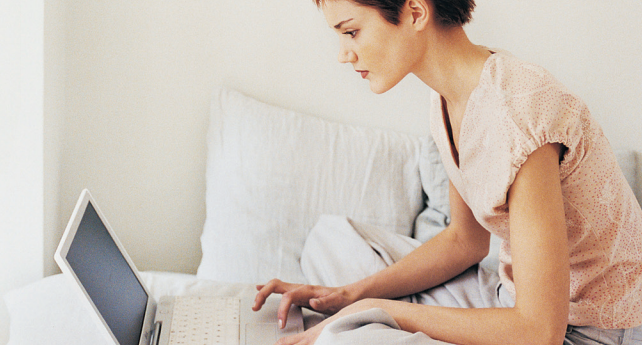
Consultancy



- (1) Training
- (2) On-site network integration support

Time and Material

Professional Services (PSV)



I Maintenance and Support

The Maintenance and Support Service is an 'a la carte' offering and can vary according to the operator's specific needs.

This service provides an expert crisis management organization including amongst others a web-based ticketing system and helpdesk, and/or gives access to software updates, linked to a specific THOMSON gateway platform.

This service will be available on a yearly fee basis.

I Release Upgrade

The Release Upgrade Service gives operators access to the latest software releases and its associated features to upgrade their installed base.

For this service a fee per upgraded box will be applied.

I Custom Developments

The Custom Developments Service gives operators the opportunity to submit specific requests that are not in the generic scope of that particular product or SW release.

This service is typically offered as an agreed fixed price and is split in a feasibility and development phase.

I Consultancy

The Consultancy Service provides access to THOMSON's expertise on a time and material basis. Consultancy can be, for example, sharing our expertise through on-site training of personnel or assistance in network integration.

