COMMSCOPE®

Network Operations Center

Ongoing monitoring and management

Designed for fast response and built on a network with 99.99 percent reliability, DCCS monitoring and management services are available to any customer with an existing or new CommScope distributed coverage and capacity solution. Customizable service plans feature 24x7 remote monitoring from CommScope's DCCS NOC, as well as onsite support.

From our state-of-the-art NOC, your CommScope DCCS monitoring team can analyze and resolve alarms, perform remote troubleshooting, upgrade your equipment software, coordinate issue resolution with CommScope Technical Support, coordinate repairs, and generate key performance indicator (KPI) reports for network alarms and equipment uptime. When needed, we work onsite, guiding your local staff through recommended maintenance and repair procedures or troubleshooting issues to resolve your toughest problems.

Select your service. Customize your plan.

Basic

BASIC

Basic service helps customers with smaller networks monitor and react to alarms and events. Using CommScope's network monitoring hardware, cloud-based software and virtual private network (VPN), you can access your network equipment at any time and from any place with an Internet connection. View real-time alarm reports, analyze network events and take the actions necessary to keep your DAS and small cells running as they should.

Bronze

BRONZE

If you already have some DCCS monitoring capabilities, CommScope's Bronze service can help you improve your network performance. Alarms and events are forwarded to the DCCS NOC and analyzed by engineers who provide guidance to you and your staff on resolving issues and optimizing wireless performance for enhanced end user experience.

Silver

SILVER

Silver service goes beyond alarms and event forwarding to provide proactive monitoring and accelerated resolution. From the DCCS NOC, engineers monitor your equipment, resolve issues, recommend local maintenance procedures, provide alarm performance reporting and proactively work with you to improve wireless performance.

Gold

GOLD

CommScope's Gold service is an end-to-end monitoring and maintenance solution. It includes all the remote capabilities of the Silver service, plus onsite troubleshooting, hardware replacements, maintenance and performance reporting.

Service	CommScope	Customer
Basic	• Connect customer's equipment to CommScope NOC • Maintain state-of-the-art monitoring system • Host user accounts on CommScope NOC VPN	• Provide Internet connection to equipment (APN or LAN) • Monitor, troubleshoot and respond to issues • Maintain equipment software
Bronze	• Connect customer's equipment to CommScope NOC • Analyze alarms and recommend solutions	• Set up alarm forwarding to CommScope NOC • Respond to alarms and/or errors • Maintain equipment software
Silver	• Connect customer's equipment to CommScope NOC • Analyze and resolve alarms/error conditions remotely • Provide guidance for local maintenance • Provide alarm performance reporting • Upgrade customer's equipment software • Provide return material authorizations (RMAs) with advanced replacement product (as available).	• Provide Internet connection to equipment (APN or LAN) • Provide local maintenance and hardware replacements
Gold	• Connect customer's equipment to CommScope NOC • Analyze and resolve alarms/error conditions remotely • Conduct onsite troubleshooting and event resolution • Provide KPI reporting • Upgrade customer's equipment software • Provide return material authorizations (RMAs) with advanced replacement • Guide and inform network improvement efforts	• Provide Internet connection to equipment (APN or LAN)

SUMMARY OF PLAN DIFFERENCES

Specific terms of monitoring and managment are contained in service agreements specific to customer's situation.

They rely on you—you can rely on CommScope

Fast and reliable, wall-to-wall wireless coverage; support for any device and any technology; and a bigger pipeline— upstream and down. More than just nice to have, this is what today's workers and consumers expect. And they're relying on you to make it possible.

Relax, you've got this, because you've got CommScope. More than the broadest available portfolio of DAS and small cell products, you've got a premier distributed coverage and capacity partner who can handle your entire wireless initiative. Design, planning, installation, optimization, commissioning, monitoring and management. Start to finish, it's what you expect from a trusted partner.

To learn more, contact your CommScope representative or visit CommScope at www.commscope.com.

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