



# Software Release

## Software Release Service – Broadband Support Services

### Scope of the Service

The purpose of this document is to provide information about Nokia Software Release Service, which is part of Nokia Broadband Services portfolio. This service provides the customer with new Software Releases and Corrections, excluding any hardware changes.

### Software Release Service Includes

#### New Software Releases

- New Software Releases are a platform for new improved software and new features
- Nokia bases the New Software Releases on market analysis and customer feedback about their needs for new features
- New Software releases are published at regular intervals, typically every 6-14 months, the length of which varies with the type of network element
- Some new features may be available as optional modules in a new software release. These optional new features are sold separately

#### Software Corrections

- All Software Corrections are available and delivered with associated documentation
- Software corrections include minor feature upgrades, software patches, bug fixes and error corrections (point releases)

### General

- Documentation for Software Release and Software Correction includes all needed technical information about the new Software and Corrections
- Depending on the technology in question, new Software releases or Corrections will be available via online download from the secure Nokia support website

### Care service (see Care service description for details)

- Online Support consists of web password access to Nokia Confidential and Proprietary Support pages, which include user manuals, technical bulletins, FAQs, release documentation, open and solved problems, and documentation for download. Additionally, customers will receive proactive notification via e-mail of new releases, change notices, and technical information.
- Technical Assistance Center (TAC) makes available to the customer remote support 24 hours a day, 7 days a week via telephone, e-mail, or web by expert support engineers trained on Nokia products

### Excludes

- Software installations are not included in Software Release Service. Installations should be ordered separately using Nokia Software Installation Service.
- Altered product, except as authorized by Nokia
- Product not installed, operated, or maintained in accordance with specifications supplied by Nokia
- Distribution of information, documentation, or software outside the agreed parties territories or boundaries
- Hardware Repair Services
- Customs and duties

### Benefits

- Nokia Software Release Service helps the customer to maintain and improve the value and quality of the existing network
- Notification of Software changes and modifications are delivered automatically
- Faults discovered in the operational lifecycle of the network are analyzed, investigated, and corrections made and delivered: the network's quality is constantly improved

### Preconditions

- Products installed by a non-authorized party, products not covered by a service contract immediately after the warranty has expired, must be Installation Certified at the current Nokia Onsite support rates
- Nokia software must be at current release or no more than two (2) releases back. If a system has fallen more than two releases back, the customer must purchase the necessary software releases (s) to bring their network up to the current release.

Register product and service information for all products to be supported under this Agreement at: <https://support.nokia.com>.

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