

InterOp Alliance Program Guide

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SupportSoft's Interoperability Alliance Program offers partners on-going collaboration with SupportSoft on new standards contribution, new IP Services offerings, and interoperability between our mutual company's products. The program not only encompasses TR-069 compliance testing, but also real world tests and use cases that are specific and different for each service provider. Make sure that you comply with all your customer's functional & business requirements before going on-site. Increase your success by joining SupportSoft's new revolutionary program!

I. Program Overview

INTRODUCTION

Broadband service providers globally are seeking to simplify, accelerate, and enhance the subscriber experience for initial installation, service upgrades, and ongoing support. Studies have shown that a third of new subscribers spend over an hour to complete an installation process with only a fraction of those either being very satisfied or somewhat satisfied with the customer service experience.

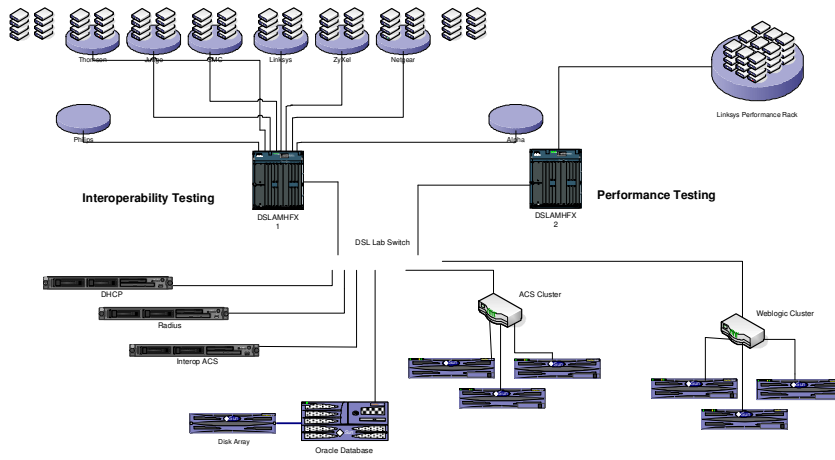
Standardization for Customer Premise Equipment (CPE) interfaces as those defined by the DSL Forum are critical to enhancing the customer experience and supporting advanced services rollouts including home networking HSD, VoIP, and IPTV over DSL. As these standards continue to evolve and mature, the need for interoperability testing becomes increasingly important between equipment providers/manufacturers and operational support/management systems vendors. SupportSoft has made contributions to the TR-069 Specification. Through this program, you shall have access to our architects to collaborate on SupportSoft's vision and contributions in the standards community.

SupportSoft's InterOp Alliance Program provides for both LAN and WAN Side test interoperability testing for installation automation and auto configuration of CPEs. The program not only provides for TR-based protocol conformance testing as outlined in DSL Forums' PD-128 test plan, but also supports testing for service provider specific use-cases and real world tests such as boundary, capacity, and performance testing. The latter is what makes SupportSoft's InterOp Alliance program unique as it also allows for on-going TR-69 testing, firmware upgrades and/or customizations required by each service provider's unique requirements.

Alliance partners have remote access to SupportSoft's test suite during the partnership period to run their own series of test as well as SupportSoft provided tests. For SupportSoft TR-69 or Specific Use-Case interoperability certification, SupportSoft will run validation tests in order to provide test result summaries and certifying letters.

INTEROP LAB

The Diagram Below illustrates the SupportSoft InterOp Lab environment:



II. Program Features and Benefits

FEATURES

- Several types of test coverage
 - Underlying Protocol Tests
 - TR-069 Protocol Tests
 - RPC Methods
 - Object Model
 - Real World Tests
 - Boundary/Negative
 - Capacity
 - Performance
 - Business workflow
- Out-of-the-box test cases
- Access to CWMP expert
- Training and on-going support through ExpertExchange
- Access to test results
- Formal validation performed by SupportSoft
- 6 months of 24/7 remote access
 - TestCase Administrator to run test environment
 - ServiceGateway to demo remote management
- Collaborate with SupportSoft on its standards contributions to the TR-069 specifications
- Pioneer with SupportSoft on new service extension to be supported by each company's products

BENEFITS

- Alliance Partner Benefits
 - Interoperability Validation
 - Allows Firmware Image management
 - Demonstration capabilities with SupportSoft remote management solution
 - Joint selling and referral opportunities
- Service Provider Benefits
 - Minimizes time and cost to deploy solution with pre-integrated solutions
 - Optimize solutions based on service provider requirements
 - Enables independent hardware and software decisions
 - Develops strong relationship with vendors

By becoming a partner, you can start realizing the many benefits of this program, as illustrated by some examples of issues that partners have found before testing at customer sites, provided in the text box below. Hardware vendors and suppliers can have confidence to take their equipment to a service provider and have fail-safe evaluations with the knowledge that their equipment has been subjected to thorough independent testing. You will have assurances that you will comply with all the required functionality required by your customer. This reduces risk and maximizes

the first critical impression and trust of your customer - that your devices work out of the box!

- Infrastructure
 - HTTP Formatting
 - Chunking format wrong. Length of the chunk was not specified correctly.
 - SOAP Formatting
 - Not sending a soap header on inform
- RPCs
 - Upload RPC: CPE sent file but would not put in right URL on ACS
 - Inform: Boot Inform does not have IP address in it
 - GetRPCMethods: Device does not respond
- Parameters
 - Periodic inform interval is set but CPE does not send inform at specified interval

III. Program Details

SUPPORT

SupportSoft has dedicated engineers to support the alliance program. SupportSoft uses its own software to facilitate and improve alliance partner support. SupportSoft utilizes a web based support portal known as ExpertExchange, which can be accessed at <https://expert.SupportSoft.com>. This extranet site facilitates communication between partners and SupportSoft for technical support related issues. ExpertExchange includes the following features for this program:

- Support issue tracking, response, and reporting
- Access to ServiceGateway demonstration license
- A searchable Knowledge Base that includes:
 - Documentation
 - Best Practices
 - Known Issues
 - FAQs

In order to receive support on issues submitted with respect to interoperability testing, alliance partner shall provide one instance of the device and firmware so that the SupportSoft Interop engineers can provide adequate support, if required. SupportSoft continues to enhance its TestCase Administrator, the testing application which is built upon SupportSoft's ACS, to minimize support dependencies. However, when the debugging capabilities, such as SOAP envelop messages or reports, can't assist the partner to resolve their problem, the device provided by the partner allows SupportSoft to perform an in-depth investigation within its lab. SupportSoft shall use reasonable efforts to respond to Interop issues submitted to ExpertExchange within 2 business days.

It is also recommended that any hardware or firmware updates for devices in this program be sent to the SupportSoft InterOp Lab. Providing an instance of the device and firmware will not only assist SupportSoft in providing support for the interoperability testing, it will also allow SupportSoft to improve future interoperability when either SupportSoft or partners release product upgrades. Any issues identified during SupportSoft regression test will be communicated to the partner during the partner's participation in the program.

SupportSoft reserves the right to alter its InterOp Support Policy from time to time, including material changes, provided however that such material changes shall be effective only upon sixty (60) days prior notice to Partner.

VALIDATION

Under the SupportSoft Alliance Program, out-of-the-box test cases will be made available to the partner's TestCase Administrator. While partners are not restricted in creating their own custom test, the TR-069 Compliance Test provided by

SupportSoft will be used for SupportSoft's TR-069 Compliance Validation. The partner shall be responsible for executing and debugging its test runs to qualify for validation. Upon successful completion of this test, partner can submit a Formal Validation request to SupportSoft in ExpertExchange. Partner must ensure that SupportSoft has a copy of the device for validation. Upon meeting this requirement, SupportSoft will use commercially reasonable tests to perform a Validation test run within 5 days. Upon successful completion of the Validation Test, SupportSoft will issue a letter certifying TR-069 Compliance along with the Test Report to the partner. Partner must be in good standing (compliant and fees paid) in order to receive these documents.

For custom validations of specific use cases, partner may submit their request via ExpertExchange. One of our Interoperability engineers will discuss with you the detail and scope of your test. It is required that the partner be responsible for creating its own Use-Case tests. SupportSoft can offer professional services on a time and materials basis, if requested.

DEMO ACCESS

Upon successful completion of Compliance Validation testing by SupportSoft, alliance partner may request remote access to SupportSoft's remote management solution, ServiceGateway, for customer demonstration purposes. The request for the demonstration license shall be submitted through ExpertExchange. Demonstrations can be requested by any employee of alliance partner and access from any location with internet access. Individual Login and password can be established within ExpertExchange and it is recommended that each major region of alliance partner organization have their own unique login. Upon completion of demo request form, alliance partner shall gain access to the demonstration license and adhere to the terms of the click-through license agreement presented to partner upon access to the software. Access to each demonstration license will be available in increments of three days.

JOINT MARKETING

While not a requirement of the program, SupportSoft would like to work with alliance partners in cross promotional marketing and sales activities. These include coordinating traffic as tradeshow and events, joint press releases, case studies, joint speaking opportunities, and joint sales calls. Upon joining the program, alliance partner will be referenced on SupportSoft's website as a program participant. For any assistance in coordinating joint sales activities please email supportsoft@supportsoft.com

IV. Registration

To register or join the program, either submit the registration form found in the Partner section of the SupportSoft website (www.supportsoft.com) or email your request to testlab@supportsoft.com. You will receive a SupportSoft InterOp Alliance Program Master Agreement. The Agreement permits partnership for 6 month periods for US\$ 47,500 (SupportSoft also has a pricing option of \$75,000 for a 12 month membership). Payment is due within thirty (30) days of joining the program. SupportSoft reserves the right to modify or change the fee and/or program details at any time. Upon signing and submitting the agreement to the email address above, you shall receive a counter signed agreement along with an introduction letter of the program. That letter will provide you with the following:

- login and password to ExpertExchange
- information on ExpertExchange
- access instructions for the TestCase Administrator
- access instructions to the online training material

Upon receiving program acknowledgement, we recommend that you promptly send your CPE sample to the following SupportSoft InterOp Lab address:

Attn: SupportSoft InterOp Lab
155 Chain Lake Drive, Suite 19
Halifax, Nova Scotia, Canada
B3S 1B3

Tel: +1 902-481 5750 ext 2122

We look forward to you joining our program.

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