

DAC Move Service ARRIS Global Services



SERVICE OVERVIEW:

DAC Move Service leverages the ARRIS expert knowledge and experience in digital video and broadband network management, ensuring that the move is planned, tested, executed, and validated to the highest standards of professionalism and excellence.

While broadband service operators expand their services and capabilities, they are also optimizing operations and controlling costs. As service operators expand, they sometimes need their equipment moved to a new location. Among such moves, few are more complicated than those that involve the Digital Addressable Controller (DAC).

A DAC Move occurs when the DAC moves from one physical location to another.

The new location can be in the:

- Same building
- Across town
- Across the country

Depending on the distance of the move, ARRIS will utilize one of two different methods to complete it. The first uses a structured shutdown and physical move of the existing DAC and associated HW. In the second, ARRIS sets up a second DAC and associated HW in another location and moves just the database from the original controller.

Service Deliverables

Moving the DAC with minimal system downtime and greatest cost efficiency requires the coordinated support of ARRIS personnel and customer headend and network personnel. Based on the assumptions and prerequisites noted below, ARRIS DAC Move Service customers can expect:

Comprehensive Project Management

An ARRIS Project Manager will:

- Coordinate planning and implementation activities from project kick-off through post-launch support.
- Complete a site survey to assess the site's configuration and new location details.
- Draft an ARRIS Network Solutions Plan for the customer's review and approval.
- Manage activities of the project to ensure the highest chance for success.
- Verify that all pre-requisites are completed prior to the execution of move activities.
- Provide onsite support to execute activities needed to move the MOT equipment (DAC, KLS, Portserver, modem, etc.).
- Confirm that new location connectivity is in place.
- Verify pre-move functionality exists (DAC, Billing, Video, Code Download) once the move is complete.

Customer Responsibilities

The customer will:

- Provide a list of contacts, including the technical leads, for each critical department.
- Work with ARRIS personnel to determine areas needing improvement.
- Review and approve the ARRIS Network Solutions Plan.
- Configure network routers and switches as agreed in the Network Solutions Plan.
- Provide digital set-top boxes for testing and evaluation of customer impact.
- Ensure Network Connectivity is in place in the new location prior to the move.
- Ensure Network Connectivity is in place between locations (if using method 2).
- Ensure Billing system connectivity is in place in the new location prior to the move.
- Provide spare or additional DAC and KLS HW (if using method 2).
- Provide copies of DAC software on current the machine and UKL disks (if using method 2).
- Make sure the recent System and database backups exist.
- Provide analog phone lines in the new location to allow for connection to ECC and remote access if NPT is not in use or becomes unavailable.

Assumptions

- ARRIS and the customer will provide a single point of contact for the project.
- ARRIS personnel will have the required access to customer resources, including billing and other systems (as appropriate), headend components, and Ethernet and fiber transmitters, routers, and switches.
- Customer resources will be available on a timely basis.
- Issues that are outside the scope of the deliverables described above will be handled through normal escalation methods.

DAC Relocation Services

To order these services, contact your sales representative.

ORDERING INFORMATION

Part Number	Description
476666-028-00	DAC Relocation Services — Services for relocating existing Primary or Backup DAC

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