

Major Service Provider's TL 9000 Contractual Requirements for Suppliers
7/30/09

In support of our commitment to telecommunications industry quality and improvement, we include specific quality clauses in our contracts with suppliers. The clause determination is based on a set of factors including risk and value.

The most rigorous clause, which would typically apply to network or customer impacting hardware, software or services, is summarized below.

- The Supplier warrants that its processes utilized to provide Hardware, Software, or Services under this Agreement are currently registered to TL 9000.
- The Supplier shall determine which of its subcontractors and vendors (Quality Parties) should be registered to TL 9000 and ensure that each of those timely registers to TL 9000.
- If the Supplier or any of the Quality Parties are not registered to TL 9000 as of the Effective Date, then within thirty (30) days after the Effective Date and at no additional charge, the Supplier shall provide a quality plan for achieving the TL 9000 registration within one hundred and eighty (180) days for themselves and the Quality Parties who are not so registered.
- Once registered, the Supplier shall maintain registration throughout the term of this Agreement, and shall ensure that once registered, each of the Quality Parties maintains registration throughout the term of this Agreement.