

# SDM\_2002001040<sup>Q&As</sup>

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**QUESTION 1**

What needs to be done if a 3rd Party Service Contract is due to expire?

- A. Care Program Manager should contact the 3rd Party Service Manager and supplier representatives to renew the contract.
- B. Care Program Manger should inform Product Line.
- C. Care Program Manager should inform the Customer to renew the contract directly with the supplier.
- D. The Care Program Manager should inform the Service Engagement Manager.

Correct Answer: A

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**QUESTION 2**

What is the MOST essential information (apart from the tender document), needed by HWS Managers to properly support a Customer RFQ?

- A. Forecasted Network deployment, with a list of Network Elements proposed and related detailed configuration.
- B. Current services provided to the Customer by competitors, together with related prices.
- C. Detailed information about existing Customer Logistic structure, including the number of warehouses and depots available.
- D. Detailed information on NSN HWS setup in another customer in the same country.

Correct Answer: A

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**QUESTION 3**

Who is responsible for identifying Care business opportunities and new up-selling possibilities?

- A. The Care Program Manager supported by the CT Head.
- B. The Care Program Manager supported by the FandC Controller.
- C. Multiple roles working in the Care Organization supported by the Care Program Manager.
- D. Care Program Coordinator if assigned, otherwise Care Program Manager.

Correct Answer: C

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**QUESTION 4**

If a CSDA gets declined, how much notice should be given to a customer that services will terminate?

- A. 10 working days.
- B. 30 working days.
- C. 30 calendar days.
- D. CT Head decides.

Correct Answer: D

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#### QUESTION 5

What is a legally secure contract for NSN and a Customer?

- A. If NSN has a long-running relationship with the customer, so a "gentlemen's" or "verbal" agreement is enough, especially in some countries.
- B. A PO with the payment terms defined is sufficient, provided NSN had contractual relationship with the customer in the past.
- C. Terms and conditions documenting the commitments of both parties needs to be written and signed.
- D. A detailed customer Purchase Order with a description of the Services Ordered is sufficient.

Correct Answer: C

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