SPIRENT GLOBAL SERVICES

SERVICE ASSURANCE

SUPPORT SERVICES

Support Services delivers the key system support services needed to keep your Spirent Communications applications running at peak performance and your technicians and administrators working efficiently. Offering technical assistance during regular business hours for your questions and concerns and 24-hour support for critical issues, the professionals at Spirent Support Services are there for you.

BROAD RANGE OF SUPPORT OPTIONS

Support Services protects you after your Spirent Communications warranties expire. Spirent offers Support Services programs designed to meet a broad range of needs. In addition to Spirent's standard one-year warranty on all hardware and software purchased, Spirent offers three support programs customized to address your support needs. Details of these programs are on the table below:

UMBRELLA SUPPORT PROGRAMS				
	Warranty	Basic	Priority	Premium
Technical Support Services	X	X	X	X
Online Ticketing System	X	X	X	X
Online Information Center	X	X	X	X
OSS SW & Firmware Major Releases	X	X	X	X
Critical Service Packs	X	X	X	X
Hardware Repair Services	X			X
Technical Support: 7 x 24 x 365	X			X
Live 800 Line Attendant Response			X	X
Top of Queue Priority Ticket Handling			X	X
Third Party OS & Application Support			X	X
Monthly Ticket Report			X	X
Rapid Onsite Technical Support [1]				X
Annual System Performance Assessment [2]				X

[1] Up to three onsite visits annually at no additional charge. Two day maximum per visit.

[2] Assessment includes: System inventory and performance analysis; System upgrade planning and preparation; Evaluation of current test center process operations; Recommendations for automation & standardization; Suggestions for resource improvement; Service Assurance and Activation standards; New technology planning; QoS Management recommendations; Platform consolidation planning; System backup and disaster recovery recommendations.

Onsite Technical Support also available at Spirent's current prevailing rates.

SYSTEMS SUPPORT—JUST A PHONE CALL AWAY

Systems Support provides remote diagnostic assistance for all hardware, software, and configuration problems that may occur with our products. With one simple phone call or e-mail, you'll receive the answer to your question or problem from an experienced Spirent Communications specialist who understands the capabilities of your system.

Together, you and your support specialist identify and isolate the problem. Our specialists gain remote access to troubleshoot, configure, and/or audit your system. Our specialists work closely with our systems applications engineers and product experts to resolve your concerns quickly and efficiently.

APPLICATION SOFTWARE UPDATES

Support Services provides updates to your application software and firmware* on a regular basis. We also provide updated documentation, which includes online help, release notes, and product information release on CD-ROM. Documentation upgrades allow you to enjoy the benefits of your new software with minimal training.

We send you the updated application on the appropriate media needed for each upgrade. Upon receipt of the material, you schedule a time for the upgrade that fits your needs. A Spirent Communications support specialist remotely connects to your network and completes the entire process, from loading and installing the application to downloading the software to distributed physical test, network element, and GUI servers. We ensure the new software revision functions properly and delete old files for optimal system performance.

Software updates through Support Service's annual maintenance contract are convenient and economical. We are ready to perform your upgrade in a timely manner, ensuring you have up-to-date applications.

PROTECT YOUR SPIRENT INVESTMENT AND MAXIMIZE PRODUCTIVITY

Maintain availability and avoid downtime with the advance replacement service option. Should a Spirent Communications test unit module fail due to a manufacturing defect or normal wear and tear, we send you an advance replacement.† Upon receipt, you forward the defective module to Spirent. Support Services optimizes the value you get from our systems on an ongoing basis.

CONTACT US

For more information, call your local Spirent sales representative or visit us on the web at: http://www.spirent.com

* Firmware upgrades for some products incur an additional charge.

† Not available for all products.

AMERICAS 1-800-SPIRENT • +1-818-676-2683 • sales@spirent.com

EUROPE AND THE MIDDLE EAST +44 (0) 1293 767979 • emeainfo@spirent.com

ASIA AND THE PACIFIC +86-10-8518-2539 • salesasia@spirent.com

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