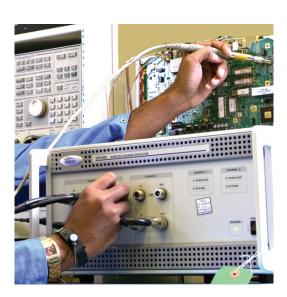# SPIRENT SUPPORT SERVICES – WIRELESS

ANNUAL SUPPORT AGREEMENT PROGRAM

At Spirent, we recognize that our wireless products play a key role in your test strategies. We have developed our Annual Support Agreement (ASA) program to focus on maximizing the availability of your Spirent products, allowing your scarce testing resource to operate at maximum efficiency.

WORLD-CLASS SUPPORT FOR SPIRENT WIRELESS PRODUCTS

Annual support agreements provide these benefits for Spirent customers:

- Maximum productivity with proactive updates

- Annual calibrations to ensure continuing, reliable results

- Cost savings over per-incident repairs

- Priority shipping and turn-times to minimize equipment downtime

- Priority access to Spirent's support services team

The ASA program is devised to keep your Spirent systems operating at peak efficiency. You cannot afford uncertainty in results collected on out-of-calibration instruments. Under an ASA, an instrument's annual calibration process is handled proactively by Spirent, ensuring that you continue to obtain reliable and repeatable test results.

Annual support agreements give proactive access to software and firmware updates that incorporate enhancements and improve reliability. These updates are a cost-effective approach to ensuring continuity of optimal system performance. Updates also address compliance with the latest revisions of industry-standard test specifications.

The hardware maintenance element of our ASA program is a cost-effective, easily-managed alternative to per-incident repair cost exposure. Priority shipping and our quickest in-house turn-time for calibration and repairs help to maximize the availability of your Spirent products.

SPIRENT SUPPORT SERVICES
WIRELESS ASA PROGRAM

An ASA provides you with access to our support center via phone, e-mail or the Web. The range of support services includes operational setup, troubleshooting assistance, application support, calibration and maintenance services. Spirent's staff of experienced application engineers will work closely with your team to maximize the effectiveness of your testing program.

The standard 1-year hardware and 90-day software warranty covers material and workmanship defects only. By ordering an ASA with your new product purchase, the standard warranty will be automatically upgraded to include the full range of ASA program benefits. These benefits include application support, software updates and the first annual calibration for your instrument.

An Instrument ASA covers both your Spirent instrument and its bundled software

ANNUAL SUPPORT AGREEMENT FOR INSTRUMENTS

Eligible Instruments[1]

SR3452V2	SR5059	GSS5060
SR3462	SR5068	GSS6560
SR5500M	SR5078	SR8048
SR5500M-RFI	SR3420	SR8068
TAS5048	GSS6700	SR8078
SR5058	GSS8000	E2010S

Support Components

- ○ Annual NIST calibration
  - NIST-traceable calibration
  - Automatic notification when a calibration is due
  - Priority calibration turn-time; typically 4 full days in-house
  - Calibration certificate
  - Prepaid, express shipment of unit to and from Spirent — next business day in North America; typically three business days or less (plus customs clearance) each way in Europe and Asia

- ○ Proactive updates to bundled instrument software
  - Maintenance updates
  - Enhanced functionality of features purchased
  - Performance and reliability enhancements of features purchased
  - Revised documentation covering updates provided

- ○ Hardware maintenance
  - All parts supplied to maintain instrument performance
  - All labor supplied to maintain instrument performance
  - Priority maintenance turn-time, typically 5 full days in-house
  - Firmware updates carried out during annual calibration
  - Revised documentation covering updates provided
  - Prepaid, express shipment of unit to and from Spirent — next business day in North America; typically three business days or less (plus customs clearance) each way in Europe and Asia
  - Repair or, at Spirent's option, replacement of the instrument

- ○ Unlimited phone (during normal business hours), e-mail or Web-based technical and applications support provided for the instrument
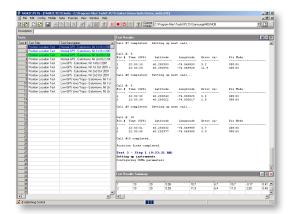
ANNUAL SUPPORT AGREEMENT FOR STAND-ALONE SOFTWARE

Eligible Software[1]

AirAccess C2K	TD-ULTS
TASKIT C2K (Stage 1 and Stage 2)	Test Manager RA
TASKIT PLTS	Test Manager UCR
TD-II DATA	Test Manager UDP
TD-II SC	Test Manager UDL
TD-II DO	Test Manager LTE
TD-EVDO	AirAccess HS
Apex Dora POC	

A Stand-Alone Software ASA ensures your software continues to address the latest revision of industry test specifications

Support Components

- Proactive updates

  - Maintenance updates

  - Enhanced functionality of features purchased

  - Performance and reliability enhancements of features purchased

  - Revised documentation covering updates provided

- Unlimited phone (during normal business hours), e-mail or Web-based technical and applications support provided for covered software

ANNUAL SUPPORT AGREEMENT FOR SYSTEMS

Eligible Systems[1]

C2K-ATS (Stage 1 and Stage 2)	UMTS Call Reliablity
AirAccess C2K	UMTS Location Technology Solution
AirAccess 1XPlus	UMTS Development Library
CDMA PLTS	LTE RF
C2K-ATS and PLTS	LTE Data Throughput
CDMA DATA and SC	LTE Data Retry
8100 Mobile Device Test Systems	LTE Location Technology Solution
UMTS Data Performance	

Support Components

- Annual NIST calibration

  - NIST-traceable calibration

  - Automatic notification when a calibration is due

  - Priority calibration turn-time; typically 4 full days in-house

  - Calibration certificate

  - Prepaid, express shipment of unit to and from Spirent — next business day in North America; typically three business days or less (plus customs clearance) each way in Europe and Asia

- Proactive updates to all software in the system

  - Maintenance updates

  - Enhanced functionality of features purchased

  - Performance and reliability enhancements of features purchased

  - Revised documentation covering updates provided

A System ASA protects your investment in your entire Spirent system

SPIRENT®

ANNUAL SUPPORT AGREEMENT FOR SYSTEMS (CONTINUED)

- Hardware maintenance
  - All parts supplied to maintain system performance
  - All labor supplied to maintain system performance
  - Priority maintenance turn-time, typically 5 full days in-house
  - Firmware updates carried out during annual calibration
  - Revised documentation covering updates provided
  - Prepaid, express shipment of unit to and from Spirent — next business day in North America; typically three business days or less (plus customs clearance) each way in Europe and Asia
  - Repair or, at Spirent's option, replacement of any instrument in the system
- Unlimited phone, e-mail or Web-based technical and applications support provided for the total system

[1] Instruments, systems or software manufactured before January 1, 2005, require prior approval from Spirent's customer service manager.

ORDERING INFORMATION

Contact your sales representative to order.

SPIRENT SERVICES

Spirent Global Services provides a variety of professional services, support services and education services — all focused on helping customers meet their complex testing and service assurance requirements. For more information, visit www.spirent.com or contact your Spirent sales representative.

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