SPIRENT GLOBAL SERVICES

NETWORKS & APPLICATIONS

SUPPORT SERVICES

From development testing to implementation testing and beyond, Spirent is committed to your on-going business success. We provide access to highly-skilled technical engineers and flexible, easy-to-use telephone and Web resources for timely, effective assistance.

PRODUCTS COVERED

- Spirent TestCenter
- Abacus
- Avalanche
- Landslide
- iTest/iTest Team Server
- MRV
- Spirent Studio
- Calnex

MAXIMIZE YOUR INVESTMENT

Whether you are part of a worldwide organization or a smaller corporation, Spirent Support Services can help you ensure your Spirent products operate efficiently and benefit from the most up-to-date system and application software. Choose the best fit from a variety of programs and resources designed to meet your business and budgetary goals. With Spirent Support Services you can achieve testing reliability and increased productivity while maximizing uptime and avoiding costly downtime.

Spirent Support Services provide different levels of service:

- Basic Support
- Extended Support
- Premium Support, including Advance Replacement
- A la carte plans to fit your service needs

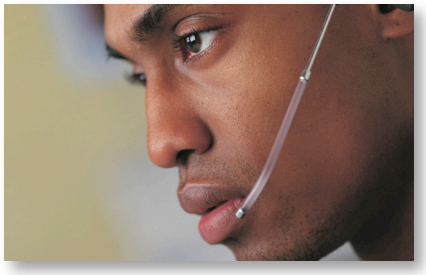
Support Plan Comparison Chart

Plan	*Technical Support*	*Software Maintenance*	*Hardware Warranty Repair*	*Advance Replacement*	*Accelerated Response*
Premium	✓	✓	✓	✓	✓
Extended	✓	✓	✓		✓
Basic	✓	✓			
Annual Hardware Repair			✓		
Advance Replacement			✓	✓	✓

BASIC SUPPORT

Exactly what you need for development environments or non-mission critical applications requiring only business hour support and access to software upgrades and updates.

- **Technical Support**: Unlimited technical support to ensure your issues are quickly addressed for every service call you make
- **Software and Firmware Updates**: Unlimited access to the latest software and firmware updates. Spirent's software update notification system notifies you of bug fixes and feature enhancements as they become available
- **Online Service Center**: Unlimited access to the Spirent Customer Service Center (CSC) available 24/7 for self-help, software downloads, software upgrade notification, product documentation and our latest support tools at: http://support.spirent.com
- **Computer Based Training:** Unlimited accesss to *enhanced* CBT training materials to help you maximize the value of your Spirent products. This enhanced training is accessible with the subscription to this Support Services program.



EXTENDED SUPPORT

This comprehensive plan is intended for organizations looking to reduce business risks and operational costs. This level of support provides customers with the latest software releases, technical assistance and hardware repair protection.

Accelerated response:*

- Critical: 8 hours
- Urgent: 12 hours
- Normal: 16 hours

- **Technical Support**: Unlimited technical support to ensure your issues are quickly addressed for every service call you make
- **Software and Firmware Updates**: Unlimited access to the latest software and firmware updates. Spirent's software update notification system notifies you of bug fixes and feature enhancements as they become available
- **Online Service Center**: Unlimited access to the Spirent Customer Service Center (CSC) available 24/7 for self-help, software downloads, product documentation and our latest support tools at: http://support.spirent.com
- **Hardware Repair**: Spirent technicians quickly access your Spirent products and provide fast and reliable hardware repairs+
- **Computer Based Training:** Unlimited accesss to *enhanced* CBT training materials to help you maximize the value of your Spirent products. This enhanced training is accessible with the subscription to this Support Services program.

PREMIUM SUPPORT

This is the ideal package for customers with tight testing schedules, who cannot afford downtime. You receive fast, efficient hardware replacements for products confirmed by Spirent to be defective. This eliminates the need to wait for failures to be repaired and returned.

Accelerated response:*

- Critical: 4 hours
- Urgent: 8 hours
- Normal: 12 hours

- **Technical Support**: Unlimited technical support to ensure your issues are quickly addressed for every service call you make
- **Software and Firmware Updates**: Unlimited access to the latest software and firmware updates. Spirent's software update notification system notifies you of bug fixes and feature enhancements as they become available
- **Online Service Center**: Unlimited access to the Spirent Customer Service Center (CSC) available 24/7 for self-help, software downloads, product documentation and our latest support tools at: http://support.spirent.com
- **Advance Replacement**: Provides fast replacements of hardware to limit the downtime of your Spirent system+
- **Computer Based Training:** Unlimited accesss to *enhanced* CBT training materials to help you maximize the value of your Spirent products. This enhanced training is accessible with the subscription to this Support Services program.

* **All Support Plans**—Premium, Extended, Basic and Hardware Repair Coverage may be purchased in 1-, 2- or 3-year plans, for Spirent manufactured products.

+ Customer pays equipment shipping charges to Spirent facility and Spirent pays for return shipping.

SPIRENT

ADDITIONAL SERVICE OFFERINGS

Annual Hardware Repair Coverage
Extend the repair protection on your Spirent hardware beyond the first year for a fraction of the system cost. The support coverage protects you from unexpected and expensive repair service. It also bypasses delays and the extra effort associated with obtaining a purchase order for individual repairs. Equipment will be repaired upon return to the Spirent Repair Center. This service is available in annual packages.

Per-Incident Advance Replacement+
Ideal for customers without service or customers with our basic coverage that cannot afford any downtime in their testing schedule. Spirent will ship direct replacements of any covered hardware components determined to be defective by our service engineers. You do not wait for failures to be repaired and returned.

Per-Incident Hardware and Telephone Support+
For customers without service agreements, Spirent provides per-incident plans that cover either hardware repairs or telephone support.

Custom Site Support Agreements
Custom Site support contracts are perfect for larger organizations with numerous test systems. Our Site Support plans are designed to the specifications of our customers unique requirements.

Technical Assistance Center (TAC)
Our technical assistance centers around the world help customers accomplish more with limited resources and reduce total cost of ownership by augmenting their staff with Spirent troubleshooting experts. Our state of the art test labs provide customers access to specialized end-to-end software application support for quick issue resolution and Spirent best practices support from highly-qualified Spirent technical assistance center engineers who possess a range of key techincal certifications.

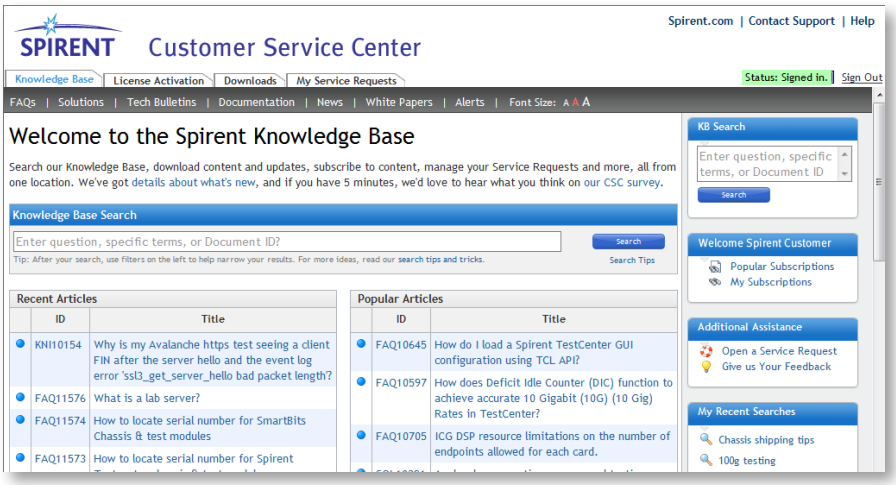
+ Customer pays equipment shipping charges to Spirent facility and Spirent pays for return shipping.

CUSTOMER SERVICE CENTER (CSC)

Online Support: http://support.spirent.com/

Visit our support site and explore an array of useful information and tools. You can utilize the following resources by visiting online support at Spirent's Customer Service Center:

- **Knowledge Base**: A powerful new natural-language search that provides access to thousands of documents, including FAQ's and solutions with new content added regularly in a uniform format
- **Downloads**: Download software and firmware updates to ensure proper functionality and accurate testing results
- **Service Requests (SRs) Management**: This feature allows you to submit and review the status of Service Requests online. Your case will be promptly reviewed and assigned to a customer service representative or technical support engineer
- **Product Documentation**: Obtain product data sheets, user guides, test methodologies, white papers and application notes in one central location
- **FAQs**: Browse frequently asked questions to save time with configuration or problem resolution
- **License Fulfillment**: Generate new licenses and view previously fulfilled licenses for your test components
- **Product Life Cycle Information**: Obtain Spirent End of Life (EOL) policy and information on products in various stages of End of Life
- **Service Bulletins**: Obtain product service alerts to stay on top of important issues and messages pertaining to the Spirent products you use



ADDITIONAL INFORMATION

Duration of Support Plans

Premium, Extended, Basic and Per-Incident Advance Replacement support may be purchased in 1-, 2- or 3-year plans for Spirent manufactured products. Extended Hardware Warranty is offered in annual options. Multi-year pricing is available for a plan that suits your needs.

SPIRENT EXPERTISE

Spirent support staff comprises an accomplished team of certified networking professionals. Years of training with extensive hands-on experience testing and troubleshooting diverse networks enrich the support capabilities they offer.

SPIRENT CAMPUS

Visit www.spirentcampus.com to enroll in training 24/7. Online testing for quizzes and certification exams is available. You need not commit to an entire certification track. Access individual Web-based courseware based on your product or technology training requirements.

Product training for:

- Spirent TestCenter
- Avalanche
- Landslide
- Abacus
- AX/4000
- SmartBits
- Spirent Studio

SPIRENT ITEST

Supplementary online computer based training is also available. For more information on enrollment procedures contact: iTest-Training@spirent.com

CONTACT US

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

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