Spirent **Support Services**

For Test Product Suites

Highlights

- Choose from tiered support services tailored to different business needs

- Receive technical support from Spirent's test and product support experts

- Access the latest firmware and software to keep your Spirent solution at peak performance

- Obtain priority ticket handling with accelerated technical response and restoration

Maximize Your Investment

Spirent Support Services 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 range 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 for Test Product Suites provide different levels of service:

- **Silver Support**—Technical support and software maintenance
- **Gold Support**—Silver support plus, accelerated response, hardware calibration and priority ticket handling
- **Platinum Support**—Gold support plus, top-tier accelerated response assistance for critical issues, and hardware repairs

Customer Service Center (CSC)—support.spirent.com

A key component of every Support Service offering, Spirent's highly acclaimed online support hub offers an array of useful information, tools and resources:

- **Knowledge Base:** A powerful search engine into a database of tens of thousands of solutions and FAQs, with new uniform content added daily. Robust self-service capabilities empower the user experience.

- **Service Requests (SR) Management:** 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 streamline configuration or problem resolution.

- **Product Life Cycle Information:** Obtain Spirent End of Life (EOL) information and policies on products in all stages of EOL.

- **Service Bulletins:** Receive product service alerts for important issues and messages pertaining to your Spirent products.

Support Services	Silver	Gold	Platinum
Technical Support	✓	✓	✓
Software Maintenance	✓	✓	✓
Priority Ticket Handling		✓	✓
Hardware Calibration		✓	✓
Hardware Repairs		✓	✓
Configuration and Operational Support			✓

Silver Support	Gold Support	Platinum Support
Silver Support provides what organizations need for development environments or non-mission critical applications requiring only business hour support and access to software upgrades and updates.	This comprehensive plan is designed for organizations needing to reduce business risks and operational costs. This level of support provides customers with the latest software releases, technical assistance, hardware calibration and accelerated response times.	This premium support plan is for customers who cannot afford any downtime. This package provides top-tier accelerated response assistance for critical issues, case management meetings, as well as configuration and operational support. This plan also includes hardware repairs.
Accelerated Response Timelines (all times are <u>business</u> hours or days)		
Best effort.	**Response Time:** *Critical:* 8 business hours *Urgent:* 12 business hours *Normal:* 16 business hours	**Response Time:** *Critical:* 4 business hours *Urgent:* 8 business hours *Normal:* 12 business hours
Technical Support		
Unlimited technical support to ensure your issues are quickly addressed for every service call.		
Software and Firmware Updates		
Unlimited access to the latest software and firmware updates. Spirent notifies you of feature enhancements and bug fixes as they become available.		
Hardware Repairs (with expired warranty)		
Current Fixed Repair Rate (FRP)	Fully covered.*	Fully covered.
Hardware Calibration		
n/a	Covered.	Covered.
Configuration and Operational Support**		
n/a	n/a	Covered.
Advance Replacement		
Field Maintenance Failure: Add-on options are available, price based on product type and quantities.		
Online Service Center		
Unlimited access to the Spirent Customer Service Center (CSC) available 24/7 for self-help, software upgrade notification, product documentation and our latest support tools at: support.spirent.com		

*   For Gold, repair costs are covered, customer pays shipping both ways.
** Included at all tier levels for Spirent TestCenter.

Duration of Support Plans:
Platinum, Gold and Silver support are available in 1-, 2- or 3-year plans for Spirent products. Multi-year pricing is also available. NOTE: *Additional add-on coverage features are available for Advance Replacement, Upgrade Support, Annual System Performance Assessment and Sparing Services. Talk to your sales representative for details.*

Spirent Forums:
Spirent has a lively discussion forum with thousands of questions and answers for all Spirent products. Visit forums.spirent.com to build your knowledge and interact with the Spirent global user community.

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.

Contact Us
For more information, call your Spirent sales representative or visit us on the web at www.spirent.com/ContactSpirent.

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