



SPIRENT GLOBAL SERVICES

SUPPORT SERVICES

Spirent Communications recognizes that when it comes to support plans, one size does not fit all. Spirent's flexible support programs simplify your job, keep your test systems up-to-date and minimize repair costs and delays due to unexpected downtime. We have designed a variety of offerings to provide the specific help you require to best fit your needs and keep your productivity high.

PRODUCTS COVERED

Spirent TestCenter™	Landslide®
Abacus	SmartBits
Avalanche	SX
AX/4000	ThreatEx

PROTECT YOUR INVESTMENT

Ownership of Spirent test equipment provides you with powerful testing capabilities. During critical test cycles, assure the full operational capabilities of your Spirent equipment by using the smartest support solution available – the particular Spirent Support Service plan that best meets your exacting needs.

With a Spirent support plan, you can increase your competitive advantage, and:

- Assure testing reliability and productivity
- Maximize uptime and avoid costly downtime
- Optimize your product's full functionality
- Reduce risks and costs
- Assure product and service quality

*“Our support services maximize up time
and protect the value of your investment.”*

Neil Anderson
VP Global Services
Spirent Communications

BASIC SUPPORT

The Basic Support plan ensures fast, efficient access to our latest firmware and software. This plan is offered in 1-, 2- and 3-year options. With this plan, you receive:

- **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.
- **Technical Support** – Unlimited technical support to ensure your issues are quickly addressed for every service call you make.
- **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>

EXTENDED SUPPORT

As a comprehensive plan, you receive all of the features of the Basic Support plan with an extension of the hardware warranty through the term of the annual agreement, as well as accelerated response times.

Accelerated response:*

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

* Response times are within normal business hours.



PREMIUM SUPPORT

This is the ideal package for customers with tight testing schedules, who cannot afford downtime. You receive fast, efficient hardware replacements and software updates to help you complete testing projects on time and within budget. This includes all benefits of the Basic Support plan, plus Per-Incident Advance Replacement. Spirent will ship direct replacements of any covered hardware component that our service engineers determine 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

SITE SUPPORT

Our Site Support plans are designed to the specifications of your custom Service Level Agreements and unique requirements. For larger organizations with numerous test systems, these plans prove to be simpler to manage and more cost-effective.

* Response times are within normal business hours.

ADDITIONAL SUPPORT SERVICES

The following service offerings are also available separately:

- **Annual Hardware Repair Coverage:** Extend the warranty on your Spirent hardware beyond the first year for a fraction of the system cost. The warranty 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:** Expand your product protection with Per-Incident Advance Replacement services. Under this plan, 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 two perincident plans that cover either hardware repairs or telephone support.

Support Plan Comparison Chart

<i>Plan</i>	<i>Technical Support</i>	<i>Software Maintenance</i>	<i>Hardware Warranty Repair</i>	<i>Advance Replacement</i>	<i>Accelerated Response</i>
Premium	Yes	Yes	Yes	Yes	Yes
Extended	Yes	Yes	Yes	No	Yes
Basic	Yes	Yes	No	No	No
Annual Hardware Repair Coverage	No	No	Yes	No	No
Advance Replacement	No	No	Yes	Yes	Yes



SOLUTION COMPONENTS

Technical Assistance Centers (TAC)

Our technical assistance centers (TACs) around the world are staffed by highly trained and certified test engineers. Technology expertise, streamlined processes and a case management system ensure delivery of high quality services to you. Our state-of-the-art, extensively equipped test labs allow support engineers to replicate test environments for quick resolution of issues. In addition, all TACs can readily access our development engineers.

Online Support

Our Spirent Customer Support Center (CSC) contains a knowledgebase and technical documentation including installation and configuration guides, release notes and frequently asked questions (FAQs). Customers can also track service requests and download the latest software available for their systems on the CSC. Simply visit and register at <http://support.spirent.com> (you must have a valid support agreement).

Software Maintenance

New software updates and enhancements are regularly added to our Spirent CSC where downloads are available. Registered customers are automatically notified by e-mail when new releases are ready for download.

Hardware Warranty

During a hardware system failure, the unit or part in question will be repaired or replaced. This service requires an RMA number to be issued by a Spirent support engineer. The repaired or replacement unit will be shipped after Spirent receives the failed unit. Time of actual delivery is contingent on factors such as customs clearance requirements, and other variables outside of Spirent's direct control. For specific Service Level Agreement (SLA) details with dedicated turnaround times, please contact your local Spirent Support or Sales representative.

Per-Incident Advance Replacement

Spirent processes advance replacement parts with the highest level of expedited priority. Once hardware failure has been confirmed, Spirent ships the replacement hardware, usually within two business days from factory. Shipment precedes receipt of customer's hardware. Time of actual delivery is contingent on factors such as customs clearance requirements, and other variables outside of Spirent's direct control. For specific Service Level Agreement (SLA) details with dedicated turnaround times, please contact your local Spirent Support or Sales representative.

Resolution Plan

The resolution plan is the agreement between Spirent Support Services and the customer which sets timelines and expectations of the Service Request.



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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. 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 free 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
- Abacus
- AX/4000
- SmartBits

CONTACT US

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

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