



Support Services Support Agreement (SVC-XYZ)

Attn:

Name

Address

State/City/Country

Agreement Number:

PO Number:

Account:

Start Date:

Expiration Date:

Thank you for purchasing Spirent Communications' _____ Support. The specific hardware and software listed in Appendix A shall be entitled to the following support for the term of the agreement:

- Listed items
- Listed Items
- Listed Items
- Listed Items
- Listed Items

Contact our Customer Service team, or your local distributor, for any support related to this service agreement. Your serial number is required on all service requests. It is strongly recommended that all individuals associated with this service agreement go to our support website at <http://support.spirentcom.com> and obtain a Customer Service

<p>Americas 27349 Agoura Road Calabasas CA, 91301 1-800-SPIRENT (1-800-774-7368)</p> <p>Support Hours: 8:00AM ET - 8:00PM ET Email: support@spirent.com</p>	<p>India Spirent Communications (India) Pvt. Ltd #1 SJR PRIMUS, 4th Floor 7th Block, Koramangala Industrial Area Bangalore - India 560095 1800 102 7221 Direct +91 80 67023400</p> <p>Support Hours: 7:00AM - 7:00PM GMT + 5:30 Email: support@spirent.com</p>	<p>Europe - Middle East - Africa Spirent Communications Parc Ariane, boulevard des chenes Batiment Gaia 78280 Guyancourt France +33 1 6137 2270</p> <p>Support Hours: 9:00AM - 5:30PM GMT +1 Email: support@spirent.com</p>	<p>Asia Pacific Room 1302, Shining Tower, No.35 Xueyuan Road, Haidian District Beijing, 100191, China</p> <p>+86-400-810-9529 +86 (10) 82-33-00-33</p> <p>Support Hours: 9:00AM – 6:00PM GMT +8 Email: support@spirent.com</p>
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Center (CSC) user account. Further information on the terms and deliverables of this agreement can be found on the CSC website.



Support Services Support Agreement

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Terms of service response time with Support are as follows: Additional *response times to issue submissions are targeted to be within the following guidelines based on regional Support center hours of operation in which each product is supported.

Issue Severity	Description	Response Time
Critical	System is inoperable or not usable as a result of hardware or software malfunction. No known workaround available. Follow up communications are once per day until a resolution plan is established	_Hours
Urgent	System is providing limited functionality. The software or product is malfunctioning and/or has restricted functionality. No known workaround is available. Follow up communications are a minimum once every two days until a resolution plan is established	_Hours
Normal	System is providing all functionalities but consistently or randomly generates wrong results. Problem is being worked to resolution via the application or configuration details, or a workaround is available. Follow up communications are a minimum once every 3 business days until a resolution plan is established	_Hours

* Response time is defined as the time when a customer has been informed or attempts have been made to inform the customer that the issue has a specific owner assigned to be responsible to drive the SR to resolution.

Agreement Number:

Appendix A

Products Covered under this Support Services Program

Part Number	Product Name	Chassis ID or S/N
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STANDARD GENERIC TEMPLATE