

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 resources to operate at maximum efficiency.



A system ASA protects your investment in your entire Spirent system

World-Class Support for Spirent Wireless Products

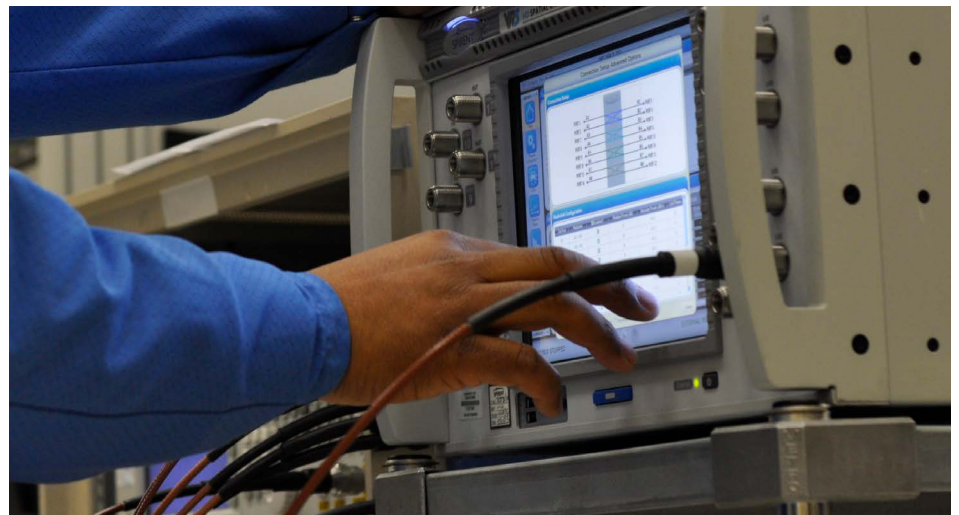
Annual Support Agreements (ASA) provide these benefits for Spirent customers:

- 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**

Annual Support Agreement 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.

Accredited Calibration

Our Spirent Eatontown, NJ facility is now accredited in accordance with the recognized International Standard ISO/IEC 17025:2017 *General Requirements for the Competence of Testing and Calibration Laboratories*.

Accredited calibrations are now available on most Spirent Wireless instruments.

The standard ASA covering hardware includes the standard Spirent calibration. Accredited calibration is available.

Note, all accredited calibrations must be completed in the Eatontown, NJ service center. Depending on equipment location, this may impact turn times slightly due to shipping.

Annual Support Agreement for Instruments

Eligible instruments¹

E2010S	SR5059
GSS5060	SR5068
GSS5700	SR5078
GSS6400	SR5500M
GSS6560	SR5500M-RFI
GSS6700	SR8048
GSS8000	SR8068
SR3420	SR8078
SR3452V2	TAS5048
SR3462	VCE6
SR5058	VR5



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

Support Components

- Annual NIST calibration
 - NIST-traceable calibration
 - Automatic notification when a calibration is due
 - Priority calibration turn-time; typically four 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 five 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

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

Annual Support Agreement for Stand-Alone Software

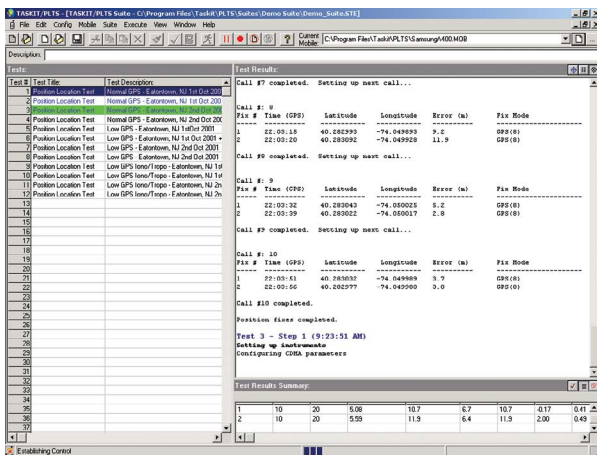
Eligible Instruments¹

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

Annual Support Agreement for Systems

Eligible Instruments¹

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



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

Support Components

- Annual NIST calibration
 - NIST-traceable calibration
 - Automatic notification when a calibration is due
 - Priority calibration turn-time; typically four 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
- Hardware maintenance
 - All parts supplied to maintain system performance
 - All labor supplied to maintain system performance
 - Priority maintenance turn-time, typically five 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.

Contact Us

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

www.spirent.com

© 2021 Spirent Communications, Inc. All of the company names and/or brand names and/or product names and/or logos referred to in this document, in particular the name "Spirent" and its logo device, are either registered trademarks or trademarks pending registration in accordance with relevant national laws. All rights reserved. Specifications subject to change without notice.

Americas 1-800-SPIRENT
+1-800-774-7368 | sales@spirent.com

Europe and the Middle East
+44 (0) 1293 767979 | emeainfo@spirent.com

Asia and the Pacific
+86-10-8518-2539 | salesasia@spirent.com