

# Rohde & Schwarz

Service that adds value



## R&S® Service Level Agreement for the R&S® TS8997



We make sure  
your system  
runs and runs  
and runs.



# And offer advantageous service level agreements to ensure maximum availability.

Rohde&Schwarz offers a turnkey solution for testing wireless devices that enables customers to perform automated regulatory tests for numerous ETSI and FCC standards. An R&S®Service Level Agreement ensures long-term availability and operational readiness of your systems. Our high-performance service is tailored to meet your specific requirements. You profit from our flexible service concepts and transparent costs.

# R&S®Service Level Agreement: qualified service you can count on

We lay the groundwork for top performance in your core business – that’s our primary focus at Rohde&Schwarz. That’s why we back up our high-quality, long-lasting products with our service level agreement, providing you with exceptionally reliable service that helps you control your costs. Which leaves you to concentrate on what’s important.

Let us advise you, and then you decide which of the attractive service packages is right for you. Benefits at a glance:

R&S®Service Level Agreement	Basic Cost control for your system	Advanced Fast support for your system	Premium Maximum service for your system
Ensured support and response times	•	•	•
Planned expenditures	•	•	•
Up-to-date configuration	•	•	•
Repair services		•	•
Provision of loan units			•

# Tailored to your needs: the service packages

Every customer has unique system requirements. Especially when you demand the highest level of reliability from your systems, an R&S®Service Level Agreement pays off. You determine which services you wish to use.

R&S®Service Level Agreement	Basic Software Service	Advanced	Premium
Rohde&Schwarz Support Desk: 24/7 problem reporting and overview of your requests	•	•	•
Technical support and response times during business hours	4 working days	2 working days	1 working day
Maintenance releases (software updates)	•	•	•
Software upgrades	•	•	•
Verification on Rohde&Schwarz reference systems	•	•	•
Repair services		10 working days	5 working days
Hardware loan service			Sent by express shipment
On-site support	optional	optional	•
Local spare parts pool	optional	optional	optional
Regular product maintenance	optional	optional	optional
Training	optional	optional	optional
Calibration Service	optional	optional	optional

# Service package details at a glance:

## **Rohde & Schwarz Support Desk: 24/7 problem reporting and overview of your requests**

The Rohde & Schwarz Internet portal lets you submit a support request around the clock from anywhere in the world. You can check the status of your request at any time via the Rohde & Schwarz Internet portal.

## **Technical support and response times during business hours**

Your support request will be received by the Rohde & Schwarz support team during business hours (Central European Time, GMT+1). A qualified service technician will handle it within the response time defined by your service package. Depending on the type of problem, the technician will initiate additional measures to find a solution.

## **Maintenance releases (software updates)**

Software updates maintain and optimize the performance of your product/system.

## **Software upgrades**

Software upgrades include the implementation of changes in line with the relevant specification or standard.

## **Verification on Rohde & Schwarz reference systems**

Rohde & Schwarz Support will verify support requests on Rohde & Schwarz reference systems in order to reproduce the reported problem. Rohde & Schwarz has a wide range of reference systems and measurement instruments at their disposal.

## **Repair services**

Cover all repair costs (time and material costs) plus the cost of shipping through Rohde & Schwarz logistics partners.

## **Hardware loan service**

Access to the hardware loan pool to minimize downtime. Hardware loan items will be released for express shipment within the response time. Shipping costs when using Rohde & Schwarz logistics partners are covered by the Rohde & Schwarz SLA.

### **On-site support**

When technical problems cannot be solved via remote access or by repairing or replacing product/system components, Rohde&Schwarz will send a highly trained service technician to the customer site. Any travel expenses are invoiced separately.

### **Local spare parts pool**

To ensure maximum system availability, you also have the option of maintaining an on-site supply of the most critical spare parts. Rohde&Schwarz will design a proposal tailored to your system.

### **Regular maintenance of your Rohde&Schwarz products**

Regular inspection and preventive maintenance of your system is performed by a Rohde&Schwarz service technician.

This service includes, for example:

- ▮ System performance optimization
- ▮ Firmware/software updates
- ▮ Log message analysis
- ▮ Hardware maintenance

Any travel expenses are invoiced separately.

### **Training**

Rohde&Schwarz follows the standardization and is able to provide this knowledge through training. Rohde&Schwarz will provide a trainer who will be able to adjust the training to customer needs and the level of R&S®TS8997 knowledge required. There are three training levels:

- ▮ Basic level (no prior knowledge required)
  - ▮ Expert level (R&S®EMC32 knowledge required)
  - ▮ Advanced level (R&S®EMC32 knowledge, wireless testing experience required)
- Customized training can be provided (e.g. preparation for accreditation audit)

Training can also be provided at the customer premises. In this case, any travel expenses are invoiced separately.

### **Calibration service**

On customer request Rohde&Schwarz can also provide a calibration service. Details to be defined and subject to a separate offer.

## Service that adds value

- | Worldwide
- | Local and personalized
- | Customized and flexible
- | Uncompromising quality
- | Long-term dependability

### Service & sales locator

[www.rohde-schwarz.com/contact](http://www.rohde-schwarz.com/contact)

### Regional contact

- | Europe, Africa, Middle East | +49 89 4129 123 45  
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