



PLUS™ Support Plans

Bronze, Silver, and Gold

Accelerating Your Success

PLUS support plans streamline repair, calibration, and loaner processes making support costs predictable and cost-effective while greatly alleviating your administrative burden. Viavi Solutions support plans provide peace of mind knowing that your hardware investment is well protected and that your equipment is available, functional, and up to date.

Viavi understands that your support needs vary; therefore, Viavi will work with you to find the right hardware service support plan to fit your needs. Our Bronze, Silver, and Gold support plans provide various levels of support for repairs, calibration, express loaner, advanced replacement, technical assistance, and product training.

Viavi has more than 75 years of experience as a worldwide test and measurement supplier enabling us to understand your testing needs as well as the technical and operational requirements for supporting your equipment. Our unique perspective went into developing these support plans that are tailored to our products and your needs with a goal of maximizing the return on your investment.

Viavi maintains service centers of excellence throughout the world to rapidly and effectively service equipment for our global customer base. These centers can process thousands of pieces of equipment each month that encompass a variety of sophisticated test equipment and instruments. This core competency Viavi offers in conjunction with our world-wide partner network ensures coverage of your entire installed base of test equipment and provides you with the highest quality of service.



Support tailored to your needs:

- Reduces support and maintenance costs
- Avoids unexpected expenses
- Alleviates burdens of support administration
- Extends equipment life

PLUS Bronze

- Product repairs, including updates of all proprietary engineering changes
- Priority service for all transactions

PLUS Silver

- Product repairs including updates of all proprietary engineering changes
- Product calibrations
- Priority service for all transactions

PLUS Gold*

Tailor your support plan to include the combination of services you need from the list below:

- Product repairs including updates of all proprietary engineering changes
- Priority service for all transactions
- Premium Technical Assistance Center options
- Product, application, and technology training
- Express loaner

PLUS Consulting

Experts helping you make the right business and technology decisions

PLUS Custom

Solutions combining advanced customization and integration to optimize your operations

PLUS Managed

Burden-free managed options reducing infrastructure and OpEx costs

PLUS Deployment and Support

Comprehensive standard services to ensure commissioning, availability, functionality, and understanding of the Viavi portfolio

	Priority Service	Extended Warranty/ Factory Repairs	Calibration	Training	Hardware Express Loaner	Premium Technical Assistance Center
Bronze	✓	✓				
Silver	✓	✓	✓			
Gold*	✓	✓	<i>Customized from standard menu of services</i>			

* Gold support plan options are only available on certain instruments. Please contact Viavi for further details.



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To reach the Viavi office nearest you, visit viavisolutions.com/contacts.

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