



PLUS Tiered Support Plans

Protect your equipment beyond the extended warranty by tailoring a support plan to just the right level of service you need. Make costs more predictable and lessen your administrative burden! Tiered plans offer flexible, cost-effective levels of services for repairs, calibrations, loaners, and technical assistance. Get peace-of-mind knowing that your equipment is up-to-date and working at its best—and that your technicians know the best ways to use it. Take full control of your support strategy!

Highest-Quality Repairs

All support plans include standard repairs performed by Viavi Solutions, the original equipment manufacturer (OEM). This assures the highest-quality service that includes all mandatory engineering changes and maintenance. Third-party vendors repairing Viavi equipment do not have access to Viavi parts and batteries and do not bring the equipment up-to-date with needed software updates and engineering changes.

Support Plan Terms

There are two terms for support plans: initial and renewal. An initial plan begins from the date of invoice until the end of the term. For example, a BRONZE-5 begins from the date of invoice and runs concurrently for five years. A renewal plan is a one-year plan that starts on the date of invoice.

| | 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> | | | |

Key Benefits

- Lower total cost of ownership (TCO) — PLUS plans reduce technician downtime and eliminate the logistics hurdles of purchase orders and approvals
- Faster equipment turnarounds — your repairs and calibrations take priority
- Better field performance — Viavi-trained technicians work faster and more effectively
- Highest quality repairs with full implementation of engineering changes and updates
- Less expensive than Break-Fix repairs

Key Features

- Comprehensive repairs — Viavi performs all mandatory engineering changes and required maintenance
- Priority service — we repair and/or calibrate your equipment before that of customers not on support plans
- Calibrations — Viavi tunes equipment to specifications more stringent than industry standards

Contact your sales representative to obtain a cost-of-ownership savings analysis for a PLUS support plan for your entire fleet of equipment.

Bronze, Silver, and Gold Plans

Viavi will work closely with you to determine just the level of PLUS support that's right for you.

- **Bronze** — extended warranty and priority service for all repairs
- **Silver** — adds regularly-scheduled calibrations based on the term of the plan.
- **Gold*** — adds a choice of premium services including on-site calibrations, express loaners, product training, and premium technical assistance.

Silver — Add Vital Calibrations

When it comes to prioritizing routine maintenance, equipment calibration often falls to the bottom of the list. However, much like changing your car's oil, calibrating test equipment on a regular basis can prevent catastrophic damage. Unlike dirty oil, which affects only a single vehicle, improperly calibrated or repaired equipment can result in multiple service outages, increased truck rolls, dig-ups, lawsuits, missed deadlines, and dissatisfied customers.

Silver PLUS plans add the following:

- Verify measurement accuracy to traceable standards
- Ensure that all functions work as expected and include any repairs deemed necessary
- Document tests with certificates and detailed results
- Incorporate engineering changes including replacing entire assemblies if needed.

With an optional calibration program manager service, Viavi proactively contacts customers to schedule calibrations at factory-recommended intervals. Two- and three-year plans include one calibration per unit. Five-year plans include two calibrations per unit.

When a unit comes in for factory calibration, Viavi will update its software, verify that the unit is working properly, perform a calibration to bring it back to nominal values, and issue a calibration certificate. When considering third-party calibration services (if applicable), note that typically they only record if the equipment is within calibration parameters. They do not automatically service the equipment and bring it back to manufactured values.

Gold* — Add Customized Premium Services

To further reduce your total cost of ownership, additional options that can be added to the Gold plan include:

Express Loaner*

Viavi understands the importance of minimizing downtime. The express loaner program provides you with equivalent or better equipment while your equipment is being serviced. Agreed-upon availability and turnaround times for the loaner equipment keeps operations teams running efficiently.

Enhanced Training

Do you need additional technology training or advanced product training? Viavi will work to develop a customized training plan as part of Gold support that will match what works best for you. Choose from several different formats including on-site classes with instructors, self-paced training modules, dedicated virtual classroom series, certifications, and workshops, all in specific languages. The Education Services team will develop and deliver exactly the training you need.

Additional Calibration

You can customize Gold support to include extra calibrations, on-site calibrations, and different types of calibrations including key parameter calibrations or full ISO calibrations.

Ordering Information

| Bronze Plans | |
|------------------------|----------------|
| Description | Part Number |
| Annual renewal | BRONZE-REN |
| Initial, first 5 years | BRONZE-5 |
| Silver Plans | |
| Annual renewal | SILVER-REN |
| Initial, first 3 years | SILVER-3 |
| Initial, first 5 years | SILVER-5 |
| Gold* Plans | |
| Annual renewal | SUPT-PLN-GLD |
| Initial, first 3 years | SUPT-PLN-GLD-3 |
| Initial, first 5 years | SUPT-PLN-GLD-5 |

* Gold coverage and Express Loaner apply to applicable instruments only. Contact Viavi Global Services for details.



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To reach the Viavi office nearest you,
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