EMT Support Delivery Guidelines: AXI Test Systems

Support Service Type	Medalist Support Services				Agilent AXI Onsite Hardware Support Services				
Agilent Exhibit	S0057	S0057	S0057	S0057	S0057	S0057	S0057	S0057	S0057
Description	Platinum*	Gold	Silver	24 x 7 Upgrade Response Center Support	Onsite Next Day with 8x5 Phone Support*	Onsite Next Day with 24x7 Phone Support*	Onsite Priority Support*	Onsite Priority Plus Support*	Onsite 3 Day Response*
Customer's Responsibility	Customer support technician or test engineer provides monthly PMs and the person who calls Agilent for help should have received operator training(x6000 and 5DX) and introductory maintenance training (5DX only). This person should be able to work with Agilent support experts to help diagnose problem so CE can arrive with appropriate part in hand for onsite repair in many cases. Spare parts kit should be available for x6000 systems. If the person who calls in does not have this training, repair will be delayed and down time will increase.			Customer test engineer or support technician who calls Agilent for help must have attended Users training (or equivalent experience) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back.	Customer support technician or test engineer provides monthly PMs and the person who calls Agilent for help should have received operator training(x6000 and 5DX) and introductory maintenance training (5DX only). This person should be able to work with Agilent support experts to help diagnose problem so CE can arrive with appropriate part in hand for onsite repair in many cases. Spare parts kit should be available for x6000 systems. If the person who calls in does not have this training, repair will be delayed and down time will increase.				
Onsite Support, Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	**12x5, within 4 coverage hours** (7am to 7pm customer local time)	**8 X 5, Next Business Day**	**8 X 5, Next Business Day, repair services which are not the customer responsibility including but not limited to the x-Ray subsystem or as recommended by Agilent.**	**When Critical upon Agilent's determination. For application issues onsite service provided by local applications engineer at an extra charge, if available.**	**8 X 5, Next Business Day**	**8 X 5, Next Business Day**	**12x5, within 4 coverage hours** (7am to 7pm customer local time)	**24 X 7, within four hours**	**8 x 5, within 3 business days**
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone or in person). (Named Support Engineer is identified will only be assigned to customer with minimum 20 systems per platform under Medalist Platinum support agreement)			--	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone or in person).				
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	12 x 5 Telephone or Web log in, 2 coverage hours telephone call back	8 X 5, 2 coverage hours telephone call back	8 X 5, 2 coverage hours telephone call back	24 X 7 Telephone or Web log in, 2 hours telephone call back	8 X 5, 2 coverage hours telephone call back	24 X 7 Telephone or Web log in, 2 hours telephone call back	12 x 5 Telephone or Web log in, 2 coverage hours telephone call back	24 X 7 Telephone or Web log in, 2 hours telephone call back	8 X 5, 2 coverage hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays
Parts	Included, majority of parts stocked locally. Four hour response 90% of the time for 5DX systems in active production. Response time will be longer for discontinued systems	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.		No	**Included,** next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.		**Included,** majority of parts stocked locally. Four hour response 90% of the time for 5DX systems in active production. Response time will be longer for discontinued systems		**Included,** 3 day parts delivery
Preventive Maintenance. These semi-annual PMs include X-ray Survey, Confirmation and Adjust, and Lubrication	Two per year included (on mutually agreed-upon schedule) X-Ray subsystem + system must be on support contract			No	Two per year **included** (on mutually agreed-upon schedule) X-Ray subsystem + system must be on support contract				
System Calibration	N/A			No	N/A				
Software Update Subscription	Included			No	**No**				
Software Update Installation	No (installed by customer)			No	**No**				
Refresher Maintance Training	Once per year COOP refresher maintenance training (2 days) for customer with more then 20 system onsite			No	N/A				

*Not applicable to all locations. Please check with your local Agilent offices for more informaton.

Information contained in this document is subject to changes

Agilent Technologies

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Support Service Type	Agilent AXI Cooperative Support Services						
Agilent Exhibit	S0015	S0015	S0015	S0015	S0043	S0055	
Description	5DX Cooperative Support with parts- 8X5 phone support (System only)	x6000 Cooperative System Support and Onsite x-Ray subsystem Support, all with parts and 8x5 phone support	5DX Cooperative Support with parts-24X7 phone support	x6000 Cooperative System Support and Onsite x-Ray subsystem Support, all with parts and 24x7 phone support	Software Update Subscription	Software Phone Support (formerly known as Response Center Support) and System Software Updates	Time and Material (per incident repair or x-Ray survey)
Customer's Responsibility	Customer support technician or test engineer who calls Agilent for help should have received operator training, introductory, coop 1, and coop 2 maintenance training (5DX) or operator and maintenance training (x6000) or equivalent. This technician is responsible for providing monthly PMs and will work with Agilent support experts to diagnose and repair failed parts that are the type included in the spare parts kits (such as motors and PCBAs). The support technician may request assistance with the Z motor assembly replacement (5DX) and installation if desired. Spare parts kits are highly recommended (5DX) and required (x6000) to minimize down time. **X-Ray Subsystem is always repaired onsite and only Agilent qualified personnel should repair this part of the system, as well as those consumables used with this part of the system**. Customer is responsible for returning failed exchange parts back to Agilent. Agilent reserves the right to charge the Customer for those exchange parts not returned. If the above stated (5DX) responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.				Customer is responsible for installing the software. System software support product highly recommended for phone support coverage.	Customer test engineer or support technician who calls Agilent for help must have attended users training (or equivalent experience) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back.	Provides monthly PMs and the Customer test engineer or support technician who calls Agilent for help must be able to work with Agilent support experts to help diagnose problem so CE can arrive with appropriate part in hand for onsite T&M repair, when possible.
Onsite Support, Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	8 X 5, Next Business Day, repair services which are not the customer responsibility including but not limited to the x-Ray subsystem or as recommended by Agilent.				n/a	When Critical upon Agilent's determination. For application program issues onsite service provided by local applications engineer at an extra charge, if available.	Charged by the hour for travel and repair, provided parts are available-within three days. Extra charges are applicable for faster response time*
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone).				Part of Hardware Support Contract and Warranty	Part of Hardware Support Contract and Warranty	No
Telephone Assistance and Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	8 X 5, 2 coverage hours telephone call back		24 X 7 Telephone or Web log in, 2 coverage hours telephone call back		Phone support is covered under system serial number	8 X 5, 4 coverage hours telephone call back	8 X 5, 4 coverage hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Agilent holidays		Mon to Sun, 365 days per year		n/a	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays
Parts	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.				n/a	n/a	Included (at list price plus local duties and taxes)
Preventive Maintenance. These semi-annual PMs include X-ray Survey, Confirmation and Adjust, and Lubrication	Two per year included (on mutually agreed-upon schedule) X-Ray subsystem + system must both be on support contract				n/a	n/a	Two per year should be scheduled (X-Ray Survey), Time and Material (on mutually agreed-upon schedule)
System Calibration	N/A				n/a	n/a	N/A
Software Update Subscription	No				Included	Included	No
Software Update Installation	No				No (installed by customer)	No (installed by customer)	No
Refresher Maintance Training	N/A				N/A	N/A	N/A

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