

PCB Test and Inspection Support Delivery Guidelines: In-circuit Test (ICT) products

Support Service Type	Agilent Onsite Hardware Support Services				Agilent Cooperative Hardware Support Services							
Description	Onsite Next Day 8x5 Support	Onsite Priority 12x5 Support (Not available in all locations).	Onsite Priority Plus 24x7 Support (Not available in all locations).	Onsite 3 day response	Cooperative Support with parts-8x5 phone response	Cooperative Support with parts-24x7 phone response	PM with System Calibration, 6 months Coop Support, 8x5 phone response	PM with System Calibration, 6 months Coop Support, 24x7 phone response	Cooperative Value Support with parts-8x5 phone response (Customer must be qualified for this support contract or an Agilent provided resident professional must be onsite and entitled through a separate custom contract product)	Cooperative Value Support with parts -24x7 phone response (Customer must be qualified for this support contract or an Agilent provided resident professional must be onsite and entitled through a separate custom contract product)		
Customer's responsibility	Customer support technician who calls Agilent for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Agilent support engineer can diagnose fault and Agilent qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Agilent's ability to fix the system in a timely manner.				Customer support technician or test engineer who calls Agilent for assistance must have attended the five-day Agilent maintenance training class. This technician is responsible for running confirmation/ diagnostics, replacing C/D diagnosed assemblies (Level 1 and 2 support kit PCBAs and MPU. Some customers may require help replacing level 3 support kit parts such as a system card or mother card). This technician is responsible for performing six-month preventive maintenance including ASRU adjust. Spare parts kits are highly recommended to minimize down time. Customer is responsible for returning failed exchange parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned. Starting 1 January 2005, if the above stated responsibilities are not met, you (the customer) will be contacted by your account manager to discuss how you can better meet these responsibilities.						Customer support technician who calls Agilent for assistance must be fully maintenance trained. Customer provides all support labor (or Agilent provided resident professional via additional contract component) including confirmation/diagnostics, all repairs and six-month preventive maintenance including ASRU adjust. Spare parts kits highly recommended to minimize down time. Customer is responsible for returning failed parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned. Starting 1 January 2005, if the above stated responsibilities are not met, you (the customer) will be contacted by your account manager to discuss how you can better meet these responsibilities.	
Onsite Support, Response Time	8x5, Next Business Day	12x5, within 4 coverage hours (7am-7pm customer local time)	24x7, within four hours	8x5, within 3 Business Days	8x5, Next business day, for repair services that require onsite Agilent resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Agilent.						None provided, extra charge for repair services that require Agilent onsite resource. 8x5, Next Business Day response	
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).				Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone).						Includes a site review of all system configurations, support and upgrade recommendations (completed over the phone).	
Telephone Assistance and Response Time	8x5, 2 coverage hours telephone call back	12x5, 2 coverage hours telephone call back	12x5, 2 coverage hours telephone call back	8x5, 2 coverage hours telephone call back	8x5, 2 coverage hours telephone call back	24x7 Telephone or Web login, 2 hours telephone call back [Call back after business hours will be spoken in English]	8x5, 2 coverage hours telephone call back	24x7 Telephone or Web login, 2 hours telephone call back [Call back after business hours will be spoken in English]	8x5, 2 coverage hours telephone call back	24x7 Telephone or Web login, 2 hours telephone call back [Call back after business hours will be spoken in English]		
Telephone coverage days	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 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		
Parts	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.	Included, majority of parts stocked locally (Four hour response 90% of the time. Parts for discontinued systems will have a longer expected response time)	Included, 3 day parts delivery.	Included, next business day part delivery 90% of the time for down system parts. Spare parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	Included, next business day part delivery 90% of the time for down system parts. Spare parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	Included, next business day part delivery 90% of the time for down system parts. Spare parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	Included, next business day part delivery 90% of the time for down system parts. Spare parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	Included, next business day part delivery 90% of the time for down system parts. Spare parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	Included, next business day part delivery 90% of the time for down system parts. Spare parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	Included, next business day part delivery 90% of the time for down system parts. Spare parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.		
Preventive Maintenance: includes C/D, ASRU cal, vacuum, mint pin check	Included, two per year, mutually agreed-upon schedule. Customer can augment preventative maintenance provided with onsite contract by purchasing a separate system calibration (NIST Traceable) service. (During the first year, two system calibrations which includes a PM is provided as part of the warranty service)				No, except during first year warranty. Customer is responsible for providing two PMs per year. May be ordered separately as part of a system calibration service. (During the first year, two system calibrations which includes a PM is provided as part of the warranty service)						Included, one for each 6 month contract, mutually agreed upon schedule	No, except during first year warranty. Customer is responsible for providing two PMs per year. May be ordered separately as part of a system calibration service. (During the first year, two system calibrations which includes a PM is provided as part of the warranty service)
System Calibration (NIST Traceable)	No, except for two during first year warranty, may be ordered separately after 1st year warranty				No, except for two during first year warranty. May be ordered separately after 1st year warranty.						Included (performed at the same time as PM, one for each 6 month contract)	No, except for two during first year warranty. May be ordered separately after 1st year.
Software Update Subscription	No				No						No	
Software Update Installation	No				No						No	

Agilent Software Support Services			
System Calibration Service (NIST traceable)	Response Center Support (Software Phone Support)	Software Updates Subscription	Time and Material (per incident repair service or PM)
Customer must also have a support contract for the system that is to be calibrated.	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 is responsible for installing the software. Response Center Support is highly recommended.	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 for onsite T&M repair, when possible.
Yes, Mutually agreed upon schedule	When Critical upon Agilent's determination. For application 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 3 days. Extra charge (\$1500 USD) for faster service
--	--	--	No
--	8x5, 4 coverage hours telephone call back	--	8x5, 4 coverage hours telephone call back
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
No	--	--	Included (at list price plus local duties and taxes)
Included, two per year (on mutually agreed upon schedule)	--	--	Customer is responsible for providing two per year or as a time and material service
Included	--	--	No
No	--	Included	No
No	--	No	No