

EMT Support Delivery Guidelines: In-Circuit Test (ICT) Systems

Support Service Type	Agilent Onsite Hardware Support Services				Agilent Cooperative Hardware Support Services					
Agilent Exhibit	S0057	S0057	S0057	S0057	S0015	S0015	S0015 S0030	S0015 S0030	S0049	S0049
Description	Onsite Next Day Support*	Onsite Priority Support*	Onsite Priority Plus Support*	Onsite 3 Day Response*	Cooperative Support with parts-8x5 phone response	Cooperative Support with parts-24x7 phone response	PM with NIST Cal, 6 months Coop Support, 8x5 phone response	PM with NIST Cal, 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 or test engineer 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 received the three-day maintenance training class or equivalent. 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) may be asked by your account manager to modify your support contract accordingly.			Customer support technician or test engineer 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) may be asked by your account manager to modify your support contract accordingly.		
Onsite Support, Response Time (8x5 Coverage = Customer Local Time 9am-5pm)	8 x 5, Next Business Day	12 x 5, within 4 coverage hours (7am-7pm customer local time)	24 x 7, within four hours	8 x 5, 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 Coverage = Customer Local Time 9am-5pm)	8 X 5, 2 coverage hours telephone call back	12 X 5, 2 coverage hours telephone call back	24 X 7 Telephone or Web login, 2 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 login, 2 hours telephone call back	8 X 5, 2 coverage hours telephone call back	24 X 7 Telephone or Web login, 2 hours telephone call back	8 X 5, 2 coverage hours telephone call back	24 X 7 Telephone or Web login, 2 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 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. Parts for discontinued systems will have an expected longer response time.	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.			
Preventive Maintenance: includes C/D, ASRU cal, vacuum, mint pin check	Two per year included (upon mutually agreed-upon schedule.) Customer can augment preventative maintenance provided with onsite contract by purchasing a separate NIST cal contract. (During the first year PM & NIST cal 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 NIST calibration service (23S). (NIST cal w/ PM is provided as part of the first year 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 per year. May be ordered separately as part of a NIST calibration service (23S). (During the first year NIST cal w/ PM is provided as part of the warranty service)
System Calibration (NIST Traceable)	No, except during first year warranty (NIST cal/ w PM is provided as part of the first year warranty service), may be ordered separately after 1st year warranty				No, except during first year warranty. (NIST cal/ w PM is provided as part of the first year warranty service) May be ordered separately after 1st year warranty.			Included (performed at the same time as PM, one for each 6 month contract)		No, except during first year warranty. (NIST cal/ w PM is provided as part of the first year warranty service.) May be ordered separately
Software Update Subscription	No				No					
Software Update Installation	No				No					

Calibration Services		Agilent Software Support Services			
S0030	S0030	S0042	S0043	S0055	N/A
NIST Calibration Service	NIST Calibration Service	Response Center Support (Software Phone Support)	Software Updates Subscription	Response Center Support & Software Update 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 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.	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.	Customer support technician or test engineer who calls for help should be able to run Confirmation/Diagnostics and discuss results on the phone so that Tier 2 can diagnose fault and CE arrives with appropriate part in hand for onsite time & material repair
Yes, Mutually agreed upon schedule	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.	--	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 charges are applicable for faster response time*
--	--	--	--	--	No
--	--	8 X 5, 4 coverage hours telephone call back (8X5 local time = 10X5. Start window of 7am-9am, stop window of 4pm-6pm)	--	8 X 5, 4 coverage hours telephone call back (8X5 local time = 10X5. Start window of 7am-9am, stop window of 4pm-6pm)	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	--	Mon to Fri, Business days, no local Agilent holidays	Mon to Fri, Business days, no local Agilent holidays
No	No	--	--	--	Included (at list price plus local duties and taxes)
Included, two per year (on mutually agreed upon schedule)	Included, one per year (on mutually agreed upon schedule)	--	--	--	Customer is responsible for providing two per year or as a time and material service
Included	Included	--	--	--	No
No	No	--	Included	Included	No
No	No	--	No, installed by customer	No, installed by customer	No