

► Support Completes the Solution for Video Equipment Manufacturers, Broadcasters and Content Providers

Keeping you ahead of the competition for design and quality-of-service



Maximize return on your investment with a complete solution

When success as a station chief engineer, mission technical manager, operations manager, or purchasing manager depends on balancing your organization's operating investments with evolving technical requirements...

...**Tektronix instruments**, and ultra-fast, easily accessible, comprehensive support, enable you to demonstrate not just savings, but superior technical performance at the lowest possible ongoing cost-of-operations.



Achieve critical timelines

When success as an engineer, designer, or video artist depends on driving the state-of-the-art, despite the uncertainties of rapidly evolving technology and tight business timelines...

...**Tektronix Support enables you** to realize new designs with the confidence you have mastered the leading edge of technology.

Choose your support with confidence

When success as an electronics service, maintenance, or support technician in manufacturing, communications, or video applications depends on working independently to keep instruments online, in a schedule-driven environment, with limited access to technical or management assistance...

...**Choosing Tektronix Support** gets you the fastest, easiest help and information to minimize out-of-service time.



► **Depend on Tektronix**

Proven operations excellence

- Fastest support
- 90-day unconditional service warranty

Outstanding delivery to commitment

- Enable-first support
- No fine print, exclusions, surprises or delays

► **We Welcome Comparison**

▶ Support Completes the Solution for Video Equipment Manufacturers, Broadcasters and Content Providers
Keeping you ahead of the competition for design and quality-of-service



Depend on Tektronix

We know you depend on Tektronix instrument solutions when you make and meet critical commitments. So we make and meet a support commitment you can depend on.

Anytime you need support, anywhere in the world, Tektronix Support gives you the lowest possible exposure to inconvenience, delay, or disruption of operations. That takes uncertainty out of investing in an instrument solution.

It means easy access to technical support that takes the uncertainty out of applying new technology to drive innovation.

And it means a reliable, worldwide performance commitment that takes the uncertainty out of your planning for the critical applications, or long-term deployment, that determine the success of your enterprise.

Tektronix Support Completes the Solution

Proven operations excellence delivers very fast, reliable support.

Fastest Support Outstanding Delivery to Commitment

- ▶ Interactive online support
- ▶ Field support and application engineers
- ▶ Technical support
- ▶ Established global availability

Tektronix Is Committed to Enabling You First

Enable-First Support eliminates virtually all risk of a business surprise or delay. No other technology partner demonstrates a more single-minded commitment to your success.

90-Day Unconditional Service Warranty—No Fine Print, Exclusions, Surprises or Delays

- ▶ Your financial commitment is fixed in advance
- ▶ No parts exclusion
- ▶ No charge for shipping
- ▶ No exclusion for unintended damage
- ▶ Proactive extended support planning

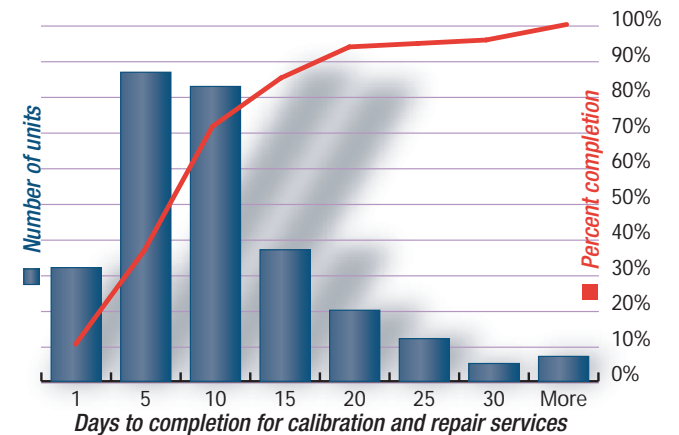


Support that Sets the Standard Is Standard

Tektronix proven operations excellence and Enable-First Support set the standard of performance. And the simplicity and superior performance of Tektronix Support are standard, with every Tektronix instrument, any time you need support, anywhere in the world.

We Welcome Comparison

Tektronix Support's promise is backed by proven performance, sophisticated operations management expertise and systems, and global capability. Tour our facilities. Review our performance. Ask for the data. And then compare. No technology partner is better qualified to make credible, reliable support a part of your solution.



For Further Information

Tektronix maintains a comprehensive, constantly expanding collection of application notes, technical briefs and other resources to help engineers working on the cutting edge of technology. Please visit www.tektronix.com



Copyright © 2003, Tektronix, Inc. All rights reserved. Tektronix products are covered by U.S. and foreign patents, issued and pending. Information in this publication supersedes that in all previously published material. Specification and price change privileges reserved. TEKTRONIX and TEK are registered trademarks of Tektronix, Inc. All other trade names referenced are the service marks, trademarks or registered trademarks of their respective companies.
 04/03 MD/SF 49W-16584-0