

Service Levels Description for the R&S® AVHE100 Headend Solution for Encoding and Multiplexing

This document describes the service levels for the
R&S® AVHE100 headend solution for encoding and multiplexing.

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1 Definitions

1.1 Table of definitions

Term	Definition
Business hours	German business hours (Monday to Friday, 08:00 to 17:00 CET)
CSR	Customer service representative at Rohde & Schwarz
Customer technical contact	Technical contact at the customer end
Products	All Rohde & Schwarz hardware (products and systems) and software listed in the SLA service contract
Response time	Starts with the submission of a support request to the Rohde & Schwarz Support Desk and ends with the proposal for a solution or way to proceed
RMA	Return material authorization from Rohde & Schwarz
Rohde & Schwarz support organization	Worldwide Rohde & Schwarz service network
SLA	The Service Level Agreement as ordered or agreed between the parties
SR	Support request submitted via the Rohde & Schwarz Support Desk
Rohde & Schwarz Support Desk	Online system for submitting and viewing support requests
TAT	Turnaround time: the number of full working days between arrival of the defective hardware at Rohde & Schwarz premises (service center) until handover to forwarder after completion of work, excluding any delays due to customer
TSE	Technical support engineer at Rohde & Schwarz
Working days	Monday to Friday, excluding German public holidays

Table 1: Definitions.

1.2 Prerequisites

In order for Rohde & Schwarz to fulfill its obligations according to the SLA, it must be ensured that all of the following prerequisites and obligations are fulfilled.

- The product is operated in accordance with the conditions given in the relevant product specifications and user manuals.
- The customer updates the product to the latest officially released Rohde & Schwarz software version when requested to do so by Rohde & Schwarz. Support can only be granted if the product is running the latest officially released software version.
- The customer generates backups after configuration changes.
- The product is made available to service.
- Rohde & Schwarz service is restricted to Rohde & Schwarz products.

Rohde & Schwarz reserves the right to examine products prior to entering into an SLA when the warranty or a previous SLA has expired. The examination and any repairs are invoiced separately.

Any faults that are caused by modifications to the system without authorization by Rohde & Schwarz or by operating the system outside its specified conditions or by gross negligence of the customer are not covered by this SLA.

2 Scope of service

2.1 Service levels and warranty overview

Rohde & Schwarz maintenance and support services aim to maximize and protect the investment of customers' Rohde & Schwarz products. Rohde & Schwarz offers the following service levels to ensure the ongoing and consistent operational capability of Rohde & Schwarz products throughout their lifetime. The following table provides an overview of the Rohde & Schwarz service levels and the Rohde & Schwarz standard warranty.

Maintenance and support services	Warranty	Basic	Advanced	Premium
Rohde & Schwarz Support Desk: problem reporting and overview of your requests		•	•	•
Technical support during business hours				
Severity level 1 – Critical		less than 6 hours	less than 4 hours	less than 2 hours
Severity level 2 – High		less than 1 working day	less than 6 hours	less than 4 hours
Severity level 3 – Medium		less than 3 working days	less than 2 working days	less than 1 working day
Severity level 4 – Low		less than 5 working days	less than 3 working days	less than 1 working day
24/7 emergency support: technical support even outside of business hours				
Severity level 1 – Critical			optional	less than 2 hours
Maintenance releases (software updates)	•	•	•	•
Installation support for maintenance releases			•	•
Software upgrades – new product features		on demand	on demand	on demand
Remote error analysis		•	•	•
Repair services	•		10 working days (TAT)	5 working days (TAT)
On-site service			optional	•
Regular product maintenance			optional	•
Regular review meeting			optional	once per year
Hardware loan service				optional
On-site availability of spare parts within a fixed time frame				optional
Warranty upgrade to advanced or premium level	optional			

Table 2: Service levels and warranty overview.

Note: A severity level is assigned to each issued support request, see section 3.1.4 Severity levels. The severity level indicates how product usability is impaired by the incident. Accurately defining the severity level ensures a timely response and helps to further define the nature of the problem.

Scope of service

Service details

2.2 Service details

Service	Description
Rohde & Schwarz Support Desk: problem reporting and overview of your requests	The customer can submit a support request via the Rohde & Schwarz Internet portal around the clock from anywhere in the world. The status of the request can be checked at any time via the Rohde & Schwarz Support Desk.
Technical support during business hours	The support request will be received by the Rohde & Schwarz support team during defined business hours (either regional or German). A qualified service technician will handle it within the response time defined by the customer's service package. Depending on the type of problem, the technician will initiate additional measures to find a solution.
24/7 emergency technical support	The support request will be received by the Rohde & Schwarz support team 24/7. A qualified service technician will handle it within the response time defined by the customer's service package. Depending on the type of problem, the technician will initiate additional measures to find a solution.
Maintenance releases (software updates)	Software updates maintain and optimize the performance of the product/system.
Installation support for maintenance releases	Rohde & Schwarz will help the customer to facilitate the installation of software updates via remote support or even on-site if support is available nationally.
Software upgrades – new product features	Software upgrades providing new and innovative software features will be offered at attractive prices to SLA subscribers.
Remote error analysis	Rohde & Schwarz service technicians identify and localize errors efficiently via remote secure diagnostics. This significantly reduces system downtime.
Repair services	Cover all repair costs (time and material costs) plus the cost of domestic shipping through Rohde & Schwarz logistics partners.
On-site service	When problems cannot be eliminated via remote access or by replacing product/system components, Rohde & Schwarz will send highly trained service technicians to the customer site. Only national travel expenses and time are covered by the SLA fee.
Regular product maintenance	Regular inspection and preventive maintenance of your system is performed by a Rohde & Schwarz service technician. This service includes, for example: <ul style="list-style-type: none">• Performance / conformity verification based on the site acceptance test procedure• System performance optimization• Firmware/software updates• Log message analysis• Hardware maintenance Only national travel expenses and time are covered by the SLA fee.
Regular review meeting	Rohde & Schwarz organizes and provides reports about defined key performance indicators. During a review meeting information about project status and progress can be exchanged and adaptations can be agreed. Occurrence, location and duration will be agreed with the customer.
Hardware loan service	During repair times, Rohde & Schwarz will provide loan equipment from a central pool. Shipment takes place on the next working day. National shipping is carried out by Rohde & Schwarz logistics partners, with the costs covered by the SLA. International shipping options can be offered separately.
On-site availability of spare parts within a fixed time frame	On request, Rohde & Schwarz will deliver spares out of a well-defined set of spare parts within a specified time frame agreed with the customer.
Warranty upgrade to advanced or premium service level	Customers can upgrade their warranty and benefit from the features of a service level with advantageous conditions.

Table 3: Service details.

3 Implementation of service

3.1 Reporting a support request

The following sections describe the lifecycle and best practices for a support request issued by the customer.

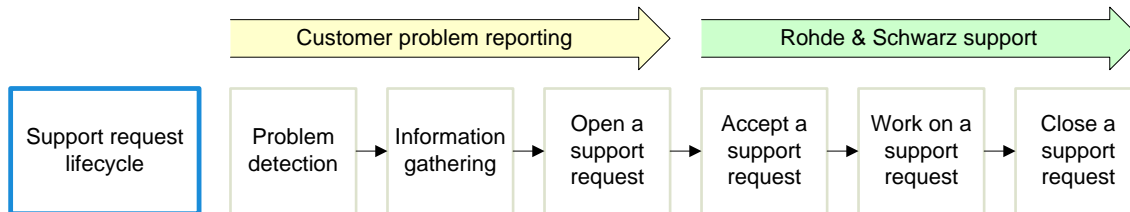


Figure 3-1: Support request lifecycle.

3.1.1 Problem detection and analysis

When a technical issue arises on a Rohde & Schwarz product, the customer (customer technical contact) shall use their best effort to analyze, troubleshoot and solve the issue/problem through skills obtained from Rohde & Schwarz product training, product manuals and/or troubleshooting guides. If it is not possible to solve the problem within a reasonable amount of time and effort, the technical contact should open a support request.

3.1.2 Gathering information

For an efficient problem resolution process, the customer technical contact shall provide all problem-relevant information when opening a support request and, if needed, throughout the resolution process.

3.1.3 Opening a support request

In order for Rohde & Schwarz to solve an incident, it is required that the customer technical contact submit all new support requests via the Rohde & Schwarz Support Desk. The new incident is logged as a support request and a support request number (SR#) is automatically issued to the customer. For all further communications related to the support request, the customer shall provide the correct SR# as a reference, otherwise Rohde & Schwarz cannot ensure the fulfillment of the agreed response time.

3.1.4 Severity levels

A severity level is assigned to each issued support request. The severity level provides a measurement of how product usability is impaired by the incident. Accurately defining the severity level ensures a timely response and helps to further define the nature of the problem.

Rohde & Schwarz classifies each support request according to the SLA and severity level. In the event of a disagreement, Rohde & Schwarz will seek mutual agreement with the customer on reclassification. The service and severity levels determine the target response time in which Rohde & Schwarz proposes a solution or way to proceed.

A support request is issued with one of the following severity levels:

- **Severity level 1 – Critical:** Describes a problem that causes total loss of functionality. The product or a major component of the product is inoperable or the inability to use the product has a critical impact on the operation. No workaround exists.
- **Severity level 2 – High:** Describes a problem that seriously affects product operation. The product is usable and a workaround exists, but an essential component of the product is malfunctioning and substantially impacts operation.
- **Severity level 3 – Medium:** Describes a problem that, although inconvenient, does not affect the basic operation of the product.
- **Severity level 4 – Low:** Describes an incident or change request that does not affect the operation of the product.

3.1.5 Web portal request submission (Rohde & Schwarz Support Desk)

The Rohde & Schwarz Support Desk offers the customer an online interface for questions, support and change requests. At any time, the customer can track the progress of requests, submit a follow-up request, as well as apply different views and filtering options.

To access the Rohde & Schwarz Support Desk, the following web page has to be opened:

<https://gloris.rohde-schwarz.com>

The GLORIS portal provides secure access to the Rohde & Schwarz Support Desk, firmware/software downloads and the latest product information. Customers who have an SLA are authorized to access the exclusive Broadcast/Media Support in Rohde & Schwarz Support Desk.

GLORIS access requires a login with the e-mail address in the first field and password in the second field. Customers who do not yet have login information can register on this page by clicking 'Register for GLORIS'.

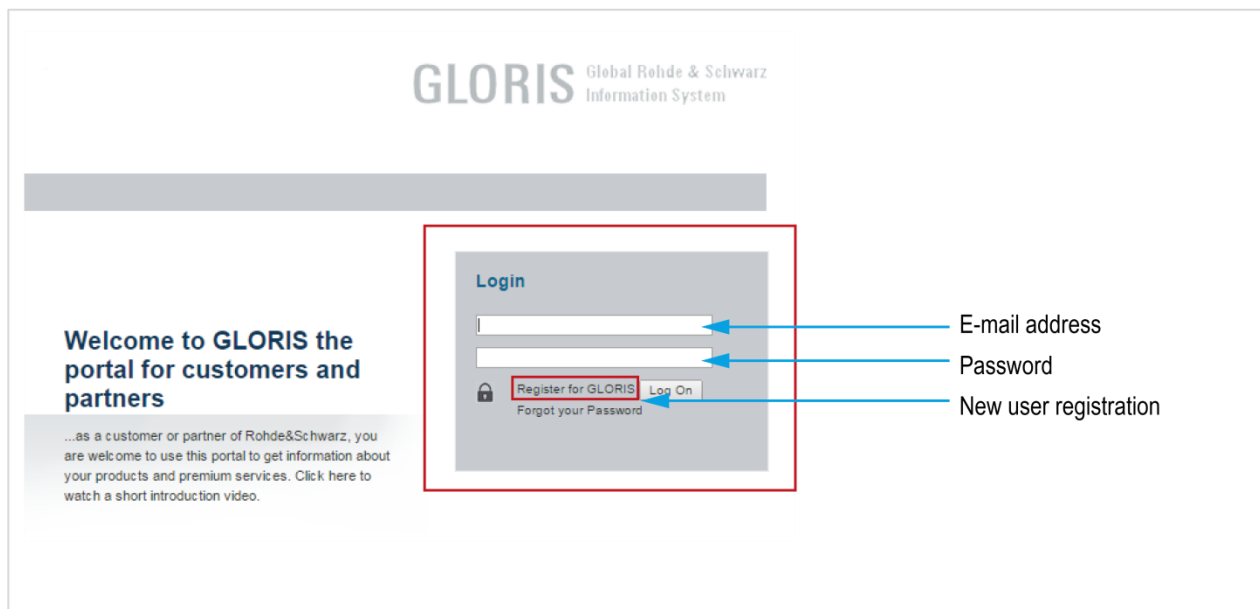


Figure 3-2: GLORIS login screen.

Implementation of service

Reporting a support request

New users register by filling out the following form:

The image shows two screenshots of the 'Registration for Rohde & Schwarz' web form. The first screenshot shows the 'Registration' step, where the user is asked to enter their data. The second screenshot shows the 'Further Information' step, where the user provides contact details and selects product groups.

Registration for Rohde & Schwarz

Benefits » Registration » Further Information

Please enter your data

*Name:

*Email:

*Company:

Private person:

*Country:

*Postcode & City:

*Street & No.:

*Phone:

*Password:

*Retype password:

Registration for Rohde & Schwarz

Benefits » Registration » Further Information

Connection to Rohde & Schwarz

Please use here an Rohde & Schwarz E-Mail address - this should be a known contact!

*Rohde & Schwarz contact email:

Reason for registration:

Product Groups

Rohde & Schwarz offers a newsletter that is tailored to your interests and needs. You can subscribe to the newsletter here or in your personal profile settings once you have registered. You choose the topics that interest you as well as when and how often you want to receive the newsletter. It is possible to change these preferences at any time. You can, of course, also unsubscribe at any time - either by changing your profile settings or using the link provided in the newsletter itself. Please note that other email services are also available. These services relate exclusively to information and news required to ensure proper care and maintenance of your product. These emails are sent to all GLORIS customers as a standard service. You can unsubscribe from these services in the respective applications. Note: As a Channel Partner you do not need to choose any of the categories because the newsletter is automatically created out of your product catalog. In some newsletters and notification services, Rohde & Schwarz uses technology to analyze their effectiveness. For more details, see section 5 of the Privacy Statement.

Broadcast & Media Secure communications Test & Measurement IT Security Radiomonitoring

Newsletter

Legal information

Your personal data is extremely confidential. We want to ensure that you know it is in safe hands with us. This is why we provide our users with extensive information on why we need their data and how we handle it.

I accept the following Terms

[Privacy Statement](#), [Terms of Website Use](#)

Figure 3-3: GLORIS registration form for new users.

All fields with a blue asterisk are mandatory. In the **Rohde & Schwarz Contact E-Mail** field, the name i.e. of the customer's local Rohde & Schwarz sales agent has to be entered. This person will be asked to confirm the data. In the **Reason for Registration** field, the customer should indicate that they would like to have access to the **Broadcast/Media Support** database.

After submission, the system sends an e-mail confirming registration. Please note that registration undergoes an internal Rohde & Schwarz approval process which can take up to two business days.

Starting screen after login:

The screenshot displays the GLORIS web interface. The header includes the Rohde & Schwarz logo, the GLORIS logo, and the text 'Global Rohde & Schwarz Information System'. A navigation bar contains 'Home', 'News Center', and 'Support & Services'. A user profile for 'Claudia Goerig' is visible. The main content area features a 'New GLORIS Release' banner, a 'Latest features in GLORIS' section, and several news teasers. A 'Support Desk' link is highlighted with a red box, and a blue arrow points to it from the text 'Click on support desk'. The right sidebar contains sections for 'Contact', 'Alerts', 'Upcoming Events', and 'Link List'.

Figure 3-4: GLORIS login to support desk.

Implementation of service

Reporting a support request

After the login process has been completed, customers can access the Rohde & Schwarz Support Desk and the requested Broadcast/Media Support database where they can see all open requests and associated communications as well as create new requests.

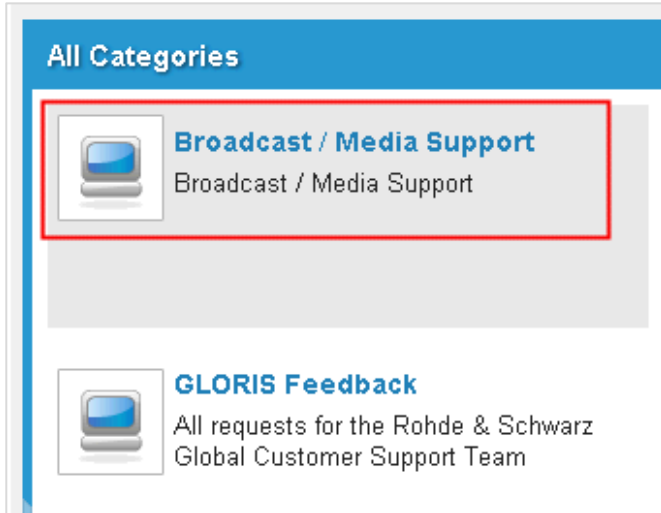


Figure 3-5: Support desk access.

Incident
Support Center (New Incident)

[← Back to Support Center](#)

Support Offering: Broadcast / Media Support
Broadcast / Media Support

Incident ID 492141 * = required

Device / SN SLA

Device / System / SN

Priority SW / FW Version

Incident Type Reference No.

Category * CC Email
Example:
email@rohde-schwarz.com;
email@example.com;
inbox@email.com

SubCategory

2. SubCategory

3. SubCategory

SW / FW Version

Send Notification

Subject

Description

Attachments (max. 200 MB per File)
None

Figure 3-6: New service request form.

3.2 Support request procedure

In order for Rohde & Schwarz to solve an incident, it is required that the customer submit all support requests through the Rohde & Schwarz Support Desk. These support requests are then logged, confirmed and assigned to a CSR.

The diagnostic process for finding the cause of the incident is controlled by Rohde & Schwarz. During this process, Rohde & Schwarz might require customer assistance, such as describing the circumstances surrounding the incident, as well as providing log files, measurement files and any other information required by Rohde & Schwarz to solve the incident. Unless otherwise agreed, the installation of software updates, software test procedures or replacement parts that are provided by Rohde & Schwarz is the responsibility of the customer.

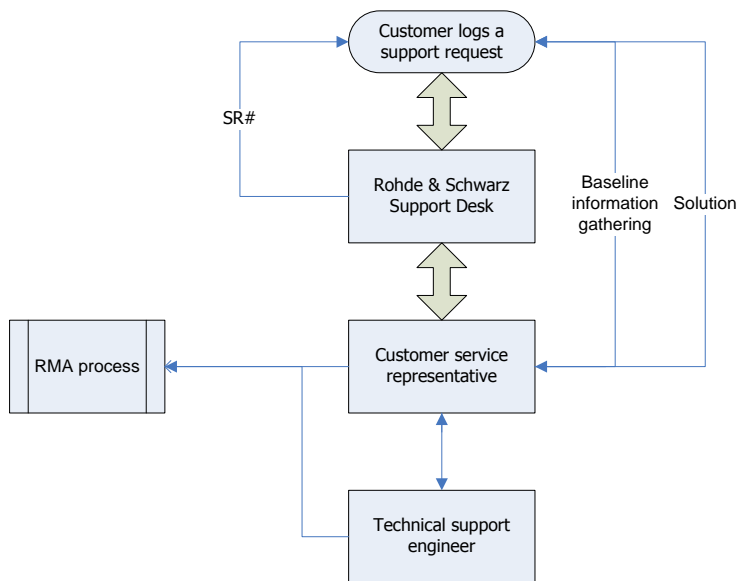


Figure 3-7: Support request procedure.

When a customer submits a new support request, an SR# is issued to the customer. For all further communications related to this particular support request, the customer is asked to provide the SR# as a reference.

The support request is assigned to the CSR who acts as the point of contact for the customer. The CSR analyzes the information that is provided with the support request and, if needed, requests additional information.

Based on the type of request and the provided information, the CSR decides on one of the following procedures:

- **Direct solution** – The CSR is able to provide a direct solution to the open support request, such as answer a question, etc.
- **Hardware related request** – If the incident is hardware related and requires repair or replacement of a faulty hardware component, the CSR or TSE invokes the RMA process. For details on the RMA process, see section 3.7 Repair services – RMA process and section 3.9 RMA process description in this document. The TSE may directly contact the customer for further inquiries.
- **Software related request** – If the incident is software related and requires further technical assistance, the CSR involves a TSE for further investigation. The TSE may directly contact the customer for further inquiries and involve engineering support (R&D) if necessary.

3.3 Working on a support request

A new support request is assigned to a Rohde & Schwarz CSR until the incident is resolved. Throughout this process, the CSR and the customer technical contact work together to resolve the incident. The following information needs to be collected from the customer:

- What error messages are displayed on the graphical user interface (GUI): warnings, failures?
- Which product components show failures?
- Is the product completely down or does it work with limitations?

Depending on the complexity of the incident, the CSR and the customer might also work with a Rohde & Schwarz TSE to thoroughly investigate and analyze the incident. This process can involve the following actions:

- Asking the customer to make specific configuration changes
- Asking the customer to install specific software updates or utilities
- Asking for specific product debug information and, if necessary, conducting tests to generate such data
- Trying to replicate the problem in the Rohde & Schwarz test lab environment
- Asking for customer-specific configuration data or software versions to help reproduce the problem
- Verifying software behavior with Rohde & Schwarz engineering staff
- Asking the customer to implement workaround solutions to avoid the problem
- Initiating hardware repair or loan (asking the customer to send in defective hardware)
- Asking the customer to involve networking, database or other technology-specific administrators to help troubleshoot the incident
- Working with the customer to involve relevant third-party hardware or software vendors (e.g. operating system or database providers) if the issue/problem appears to be with their products.

Whenever the support request is updated with new information, the customer is promptly informed via the Rohde & Schwarz Support Desk by e-mail.

The Rohde & Schwarz objective is to always find a satisfactory solution to an incident, such as a configuration change, software update or workaround so that the customer can continue to use the products.

3.4 Closing a support request

When an incident is resolved, the support request status will be set to closed, but the support request will remain visible to all parties.

3.5 Maintenance releases (software updates)

The customer will be automatically informed about new maintenance releases (software updates). These updates fix bugs, improve product operation and can include minor enhancements.

The maintenance releases can be downloaded via the Rohde & Schwarz extranet (GLORIS):

<https://gloris.rohde-schwarz.com>

- Choose "*Support & Services*" in the upper toolbar
- Under "*Downloads*", click "*Firm-/Software*"

After downloading the new software or firmware, the customer can install it on the product if they have a valid SLA option key running on their product. If the customer wishes to be supported during the update process, the Rohde & Schwarz CSR will arrange a date and time for assisting during the update via remote access. Alternatively, the update will be done during the next regular product maintenance if this option is part of the customer's service agreement. Rohde & Schwarz strongly recommends that customers keep their products up to date. Obsolete software or firmware versions could cause delays in resolving the incident.

3.6 Remote or offline error analysis

In order to investigate the customer's support request most efficiently and quickly, Rohde & Schwarz offers to analyze the product remotely. In this case, the customer has to fulfill the technical prerequisites (e.g. set up Internet and VPN connection). The customer and the Rohde & Schwarz service technician will agree on the date and time when to access the product remotely. The customer shall provide any required technical support during the session.

If remote access is not possible, the customer can also download the log file for a detailed error description and provide it to the Rohde & Schwarz support via the Rohde & Schwarz Support Desk.

3.7 Repair services – RMA process

If a product becomes defective, the customer uses the Rohde & Schwarz Support Desk to issue a support request to Rohde & Schwarz describing the faulty behavior in detail. The CSR verifies the incident and confirms the hardware defect, which leads to the repair of the faulty hardware component. Rohde & Schwarz issues the customer an RMA ticket number and the customer sends Rohde & Schwarz the defective hardware and shipping documents in a package that is clearly labeled with the RMA#. Upon receipt, Rohde & Schwarz inspects the hardware and informs the customer about further process steps.

During the time when Rohde & Schwarz hardware technicians are repairing or replacing the defective hardware, the customer receives regular status updates. Rohde & Schwarz thoroughly tests the hardware before shipping it back to the customer. Once the hardware is successfully installed, the CSR closes the RMA ticket and the corresponding support request.

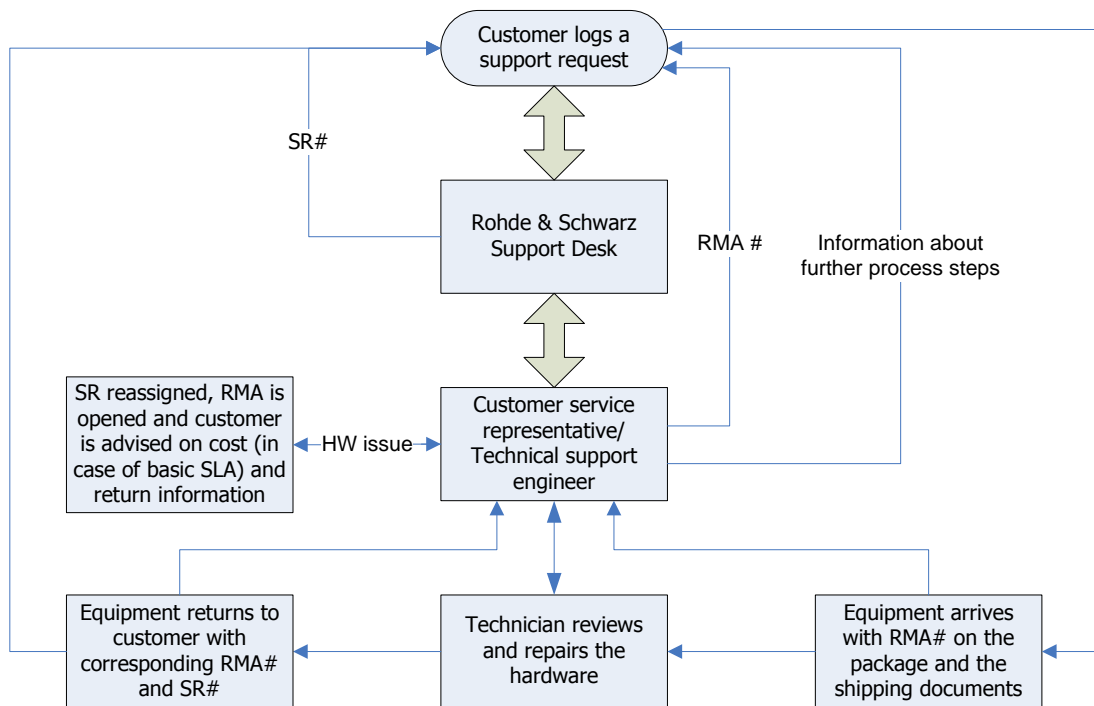


Figure 3-8: RMA process.

3.8 Hardware loan service

When a product needs to be repaired at Rohde & Schwarz premises, Rohde & Schwarz will send out a loan unit to the customer within one working day to substitute the defective product during the repair time provided that the defective product has been identified by the Rohde & Schwarz support team until 12:00 noon (CET). This loan unit will be at the disposal of the customer until the RMA process of the defective unit has been completed. The customer shall return it upon receipt of their repaired unit.

3.9 RMA process description

The Rohde & Schwarz RMA process involves the following steps:

- **Identification of defective hardware** – The customer (or responsible CSR) opens a support request for a defective Rohde & Schwarz product and clearly identifies the defective component by name, part number and serial number, if possible.
- **RMA number** – Rohde & Schwarz issues an RMA number. This RMA number is required when the customer forwards defective products to Rohde & Schwarz.
- **Shipment instructions** – The customer shall send the product/defective parts to the communicated shipping address in accordance with CIP Incoterms® 2010. For fast and efficient handling, the customer shall ensure that the RMA# is clearly displayed on the package and the shipping documents. Rohde & Schwarz assumes no liability for shipments that have been sent to Rohde & Schwarz without proper packing and labeling.
- **Goods declaration** – For returned hardware, Rohde & Schwarz pays an import VAT that is based on the value that the customer declares in the shipping documents. In order to obtain a full VAT refund, Rohde & Schwarz declares the same VAT value on the export shipping documents for the replacement of the hardware. If the customer is uncertain as to which VAT value to declare, the customer shall contact Rohde & Schwarz support (CSR or TSE) prior to shipping the defective hardware.
- **Replacement** – If a defective hardware part requires a replacement part, the customer shall be informed accordingly. At this stage, the customer has to inform Rohde & Schwarz support (CSR or TSE) about any special customs regulations or guidelines that Rohde & Schwarz must follow when returning the goods. This includes a request for a proforma invoice or the provision of serial numbers in the shipping documents, etc.

4 Responsibilities

4.1 Support relationship

The effectiveness of support interaction depends on the technical product knowledge, problem solving skills and communications skills of both the customer technical contact and the Rohde & Schwarz support engineer. A good understanding by both parties of their roles and responsibilities is crucial to effective communications.

In order to ensure that the customer experience with the Rohde & Schwarz support organization is as effective and efficient as possible, Rohde & Schwarz recommends defining roles and responsibilities on both sides and sharing best practices.

4.1.1 Technical responsibility

During the product lifecycle, technical responsibility will change as shown in Figure 4-1. It describes the best contact at the different project stages.

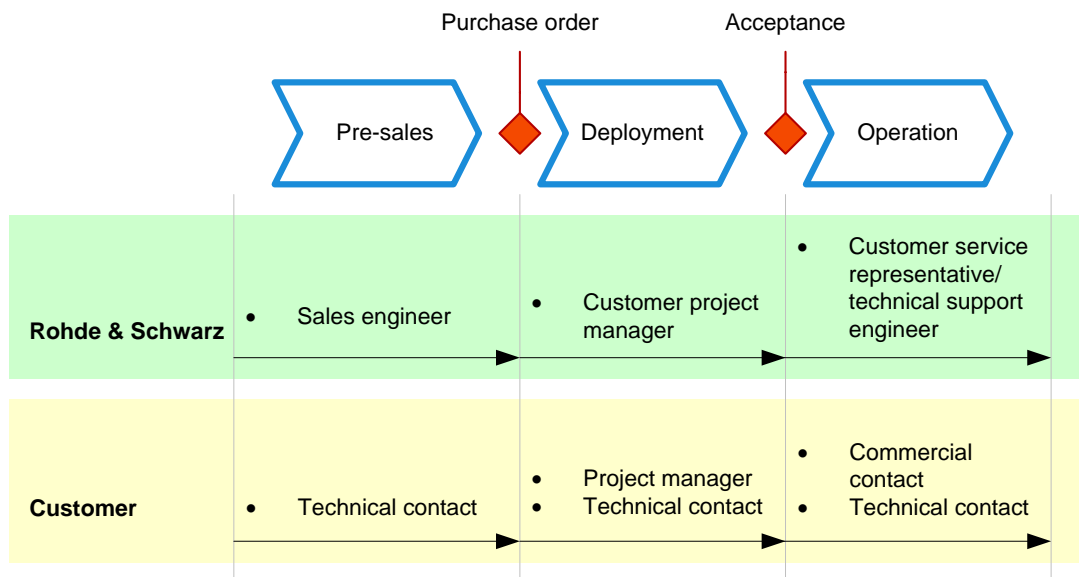


Figure 4-1: Technical responsibility chart.

4.1.2 Pre-sales phase

For Rohde & Schwarz products in a pre-sales phase, i.e. during a customer demonstration or in a trial, the Rohde & Schwarz sales engineer is responsible for technical matters. Main activities in the pre-sales phase include the exchange of information, presentations, demonstrations and trials.

4.1.3 Deployment phase

During the deployment phase of Rohde & Schwarz products, i.e. starting after receipt of the purchase order and lasting until product acceptance by the customer, the Rohde & Schwarz customer project manager is responsible for technical matters. During the deployment phase, the Rohde & Schwarz customer project manager works closely with the project manager at the customer's end.

4.1.4 Operation phase

After deployment, technical responsibility is handed over to the Rohde & Schwarz support organization, which is comprised of two types of support professionals.

Customer service representative (CSR) – First contact when a customer submits a support request during the operation phase. The responsibility of the CSR includes the following actions:

- Clarifies warranty and contractual status with the customer
- Requests detailed information from the customer

Technical support engineer (TSE) – During the resolution process, the support request can be assigned to a TSE for further analysis. The responsibility of the TSE includes the following actions:

- Requests further technical information from the customer if required
- Analyzes, identifies and resolves the problem
- Reproduces the error condition if applicable
- Maintains the incident status in the Rohde & Schwarz Support Desk

4.1.5 Customer roles and responsibilities

Rohde & Schwarz can work more effectively with the customer's organization by collaborating with a regular set of contacts for technical as well as commercial issues. Rohde & Schwarz proposes two types of customer contacts which shall be appointed by the customer:

Commercial contact – Responsible for support requests outside of the SLA and for renewing an existing SLA.

Technical contact – The technical contact has an in-depth knowledge of how to operate Rohde & Schwarz products. This knowledge can be obtained through technical product training, which is provided by Rohde & Schwarz as a chargeable option. The technical contact has the following responsibilities:

- Submitting support requests via the Rohde & Schwarz Support Desk
- Working with the Rohde & Schwarz CSR and TSE
- Providing all requested information during a support request investigation phase (log files, explanation of circumstances, etc.)
- Installing and administering maintenance releases
- Managing the computer systems, including third-party software updates, database tuning and system security.

4.1.6 Change of contact

To add, modify or delete a contact from either of these roles, send the following information to

customersupport@rohde-schwarz.com

- Company name
- Contact name
- Contact type (commercial or technical)
- Add, modify or delete contact's address, phone number and e-mail address

4.1.7 Best practice/recommendations

Based on the experience Rohde & Schwarz has obtained in supporting customers, we would like to share some recommendations and best practices for a highly efficient support relationship.

System operators educated by Rohde & Schwarz

Rohde & Schwarz has found that customers whose system operators participate in Rohde & Schwarz training courses are less prone to experiencing failures due to wrong settings and false expectations. In the event of a support request, trained operators are much more effective in defining the symptoms of problems and in working with us to resolve the underlying issue. The return on the training investment is almost immediate considering the cost of education versus the cost of downtime. Rohde & Schwarz offers technology professionals training programs that provide the knowledge, skills and credentials to deploy and maintain Rohde & Schwarz technology.

Rohde & Schwarz Consulting Service helps to plan ahead

Prior to product changes such as updates, the relevant technical documentation should be consulted, i.e. release notes, technical manuals, etc. Rohde & Schwarz recommends that customers carefully define a project plan and include adequate test and buffer time to ensure a seamless transition. For complex infrastructure changes, Rohde & Schwarz offers consulting services to help the customer assess their existing products and applications as well as plan, build and manage their Rohde & Schwarz infrastructure.

Providing complete and accurate information

As with any troubleshooting process, accurate and timely resolution depends on accurate and timely information. If the product is not performing as expected, the appropriate log files and product information need to be collected.

Maintaining contact data

Rohde & Schwarz encourages customers to keep their contact information up to date. This minimizes the overhead in processing support requests and allows fast and efficient communications.

5 Ordering information

Designation	Type	Order No.
Basic service level		
Service Level Agreement BASIC 1 year for R&S®AVHE100 Includes software updates, technical support during business hours, error analysis via remote access and access to Rohde & Schwarz Support Desk	R&S®SB1AVHE100	5303.8271.02
Service Level Agreement BASIC 2 years for R&S®AVHE100 Includes software updates, technical support during business hours, error analysis via remote access and access to Rohde & Schwarz Support Desk	R&S®SB2AVHE100	5303.8271.03
Service Level Agreement BASIC 3 years for R&S®AVHE100 Includes software updates, technical support during business hours, error analysis via remote access and access to Rohde & Schwarz Support Desk	R&S®SB3AVHE100	5303.8271.04
Service Level Agreement BASIC 4 years for R&S®AVHE100 Includes software updates, technical support during business hours, error analysis via remote access and access to Rohde & Schwarz Support Desk	R&S®SB4AVHE100	5303.8271.05
Advanced service level		
Service Level Agreement ADVANCED 1 year for R&S®AVHE100 Includes repairs in factory, software updates with remote installation support, technical support during business hours, remote error analysis and access to Rohde & Schwarz Support Desk	R&S®SA1AVHE100	5303.8271.07
Service Level Agreement ADVANCED 2 years for R&S®AVHE100 Includes repairs in factory, software updates with remote installation support, technical support during business hours, remote error analysis and access to Rohde & Schwarz Support Desk	R&S®SA2AVHE100	5303.8271.08
Service Level Agreement ADVANCED 3 years for R&S®AVHE100 Includes repairs in factory, software updates with remote installation support, technical support during business hours, remote error analysis and access to Rohde & Schwarz Support Desk	R&S®SA3AVHE100	5303.8271.09
Service Level Agreement ADVANCED 4 years for R&S®AVHE100 Includes repairs in factory, software updates with remote installation support, technical support during business hours, remote error analysis and access to Rohde & Schwarz Support Desk	R&S®SA4AVHE100	5303.8271.10

Ordering information

Designation	Type	Order No.
Premium service level		
Service level agreement PREMIUM 1 year for R&S®AVHE100 Includes repairs in factory or on-site, software updates with remote installation support, technical support during business hours, 24/7 emergency support, remote error analysis, regular product maintenance, an annual review meeting and access to Rohde & Schwarz Support Desk	R&S®SP1AVHE100	5303.8271.12
Service level agreement PREMIUM 2 years for R&S®AVHE100 Includes repairs in factory or on-site, software updates with remote installation support, technical support during business hours, 24/7 emergency support, remote error analysis, regular product maintenance, an annual review meeting and access to Rohde & Schwarz Support Desk	R&S®SP2AVHE100	5303.8271.13
Service level agreement PREMIUM 3 years for R&S®AVHE100 Includes repairs in factory or on-site, software updates with remote installation support, technical support during business hours, 24/7 emergency support, remote error analysis, regular product maintenance, an annual review meeting and access to Rohde & Schwarz Support Desk	R&S®SP3AVHE100	5303.8271.14
Service level agreement PREMIUM 4 years for R&S®AVHE100 Includes repairs in factory or on-site, software updates with remote installation support, technical support during business hours, 24/7 emergency support, remote error analysis, regular product maintenance, an annual review meeting and access to Rohde & Schwarz Support Desk	R&S®SP4AVHE100	5303.8271.15
Optional services		
ON-SITE SUPPORT 1 year for R&S®AVHE100 Covers troubleshooting at customer's site	R&S®SO1AVHE100	5303.8271.17
ON-SITE SUPPORT 2 years for R&S®AVHE100 Covers troubleshooting at customer's site	R&S®SO2AVHE100	5303.8271.18
ON-SITE SUPPORT 3 years for R&S®AVHE100 Covers troubleshooting at customer's site	R&S®SOA3AVHE100	5303.8271.19
ON-SITE SUPPORT 4 years for R&S®AVHE100 Covers troubleshooting at customer's site	R&S®SO4AVHE100	5303.8271.20
ON-SITE SUPPORT 5 years for R&S®AVHE100 Covers troubleshooting at customer's site	R&S®SO5AVHE100	5303.8271.21

Designation	Type	Order No.
REGULAR PRODUCT MAINTENANCE 1 year for R&S®AVHE100 Periodical inspection and maintenance of customer's system	R&S®SV1AVHE100	5303.8271.22
REGULAR PRODUCT MAINTENANCE 2 years for R&S®AVHE100 Periodical inspection and maintenance of customer's system	R&S®SV2AVHE100	5303.8271.23
REGULAR PRODUCT MAINTENANCE 3 years for R&S®AVHE100 Periodical inspection and maintenance of customer's system	R&S®SV3AVHE100	5303.8271.24
REGULAR PRODUCT MAINTENANCE 4 years for R&S®AVHE100 Periodical inspection and maintenance of customer's system	R&S®SV4AVHE100	5303.8271.25
REGULAR PRODUCT MAINTENANCE 5 years for R&S®AVHE100 Periodical inspection and maintenance of customer's system	R&S®SV5AVHE100	5303.8271.26
EMERGENCY SUPPORT 1 year for R&S®AVHE100 Dealing with critical service incidents 24/7	SE1AVHE100	5303.8271.43
EMERGENCY SUPPORT 2 years for R&S®AVHE100 Dealing with critical service incidents 24/7	SE2AVHE100	5303.8271.44
EMERGENCY SUPPORT 3 years for R&S®AVHE100 Dealing with critical service incidents 24/7	SE3AVHE100	5303.8271.45
EMERGENCY SUPPORT 4 years for R&S®AVHE100 Dealing with critical service incidents 24/7	SE4AVHE100	5303.8271.46
EMERGENCY SUPPORT 5 years for R&S®AVHE100 Dealing with critical service incidents 24/7	SE5AVHE100	5303.8271.47
HARDWARE LOAN SERVICE for R&S®AVHE100 Substitute product during repair times	SHLAVHE100	5303.8271.42
REVIEW MEETING for R&S®AVHE100 Reports about defined key performance indicators for chosen services, project status and progress	SRAVHE100	5303.8271.41
Warranty Upgrade to service level ADVANCED for R&S®AVHE100	WAAVHE100	5303.8271.29
Warranty Upgrade to service level PREMIUM for R&S®AVHE100	WPAVHE100	5303.8271.30

Table 4: Ordering information.

Service that adds value

- | Worldwide
- | Local and personalized
- | Customized and flexible
- | Uncompromising quality
- | Long-term dependability

About Rohde & Schwarz

The Rohde & Schwarz electronics group offers innovative solutions in the following business fields: test and measurement, broadcast and media, secure communications, cybersecurity, radiomonitoring and radiolocation. Founded more than 80 years ago, the independent company which is headquartered in Munich, Germany, has an extensive sales and service network with locations in more than 70 countries.

Sustainable product design

- | Environmental compatibility and eco-footprint
- | Energy efficiency and low emissions
- | Longevity and optimized total cost of ownership

Certified Quality Management

ISO 9001

Certified Environmental Management

ISO 14001

Rohde & Schwarz GmbH & Co. KG

www.rohde-schwarz.com

Regional contact

- | Europe, Africa, Middle East | +49 89 4129 12345
customersupport@rohde-schwarz.com
- | North America | 1 888 TEST RSA (1 888 837 87 72)
customer.support@rsa.rohde-schwarz.com
- | Latin America | +1 410 910 79 88
customersupport.la@rohde-schwarz.com
- | Asia Pacific | +65 65 13 04 88
customersupport.asia@rohde-schwarz.com
- | China | +86 800 810 82 28 | +86 400 650 58 96
customersupport.china@rohde-schwarz.com

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Service Levels Description for the R&S® AVHE100 Headend Solution
for Encoding and Multiplexing

Data without tolerance limits is not binding | Subject to change

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