

SERVICE LEVELS DESCRIPTION FOR ROHDE & SCHWARZ BROADBAND AMPLIFIERS

Service Levels Description | Version 02.00

ROHDE & SCHWARZ

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1 DEFINITIONS

1.1 Scope of this document

This document describes the services that Rohde&Schwarz offers for the broadband amplifiers of the R&S®BBA150, R&S®BBA130 and R&S®BBL200 families.

Table 1: Definitions

Term	Definition
Business hours	German business hours (Monday to Friday, 08:00 a.m. to 05:00 p.m. CET)
Working days	Monday to Friday, excluding German public holidays
Products	All Rohde&Schwarz hardware (products and systems) and software listed in the SLA service contract
SLA	Service Level Agreement as ordered or agreed between the parties
Rohde&Schwarz Support Center	Online system for submitting and viewing support requests
SR	Support request submitted via the Rohde&Schwarz Support Center
Response time	Starts with the submission of a support request to the Rohde&Schwarz Support Center and ends with the proposal for a solution or way to proceed
TAT	Turnaround time: the number of full working days between arrival of defective hardware at the factory or a Rohde&Schwarz service center until handover to forwarder after completion of work, excluding any delays attributable to the customer
RMA	Return material authorization from Rohde&Schwarz
Customer technical contact	Technical contact at the customer end
Service transition manager	Ensures that contractually agreed services and support requirements can be fulfilled by the respective delivery organizations
Service delivery manager	Manages the customer interface and ensures delivery of contractually agreed services; regularly aligns with customer's stakeholders, conducts review meetings, manages actions and escalations

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 firmware/software version when requested to do so by Rohde&Schwarz. Support can only be granted if the product is running the latest officially released firmware/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.
- ▶ For remote access for taking care of support requests or for regular maintenance tasks, an internet connection with a minimum speed of 1 Mbit/s is required.

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 on the part of the customer are not covered by the 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.

During the first three years of operation (36 months after transfer of risk), Rohde&Schwarz shall remove product defects or faults free of charge for the customer (warranty). Repairs and firmware/software updates are covered by this warranty.

Beyond that, Rohde&Schwarz offers additional services customers can use during or after the warranty period. These are shown in the following overview.

Table 2: Service levels overview

Maintenance and support services	Basic	Customized	Premium	Premium
			Desktop units	Rack systems
Rohde&Schwarz Support Center: problem reporting and overview/tracking of customer's requests	●	●	●	●
Repair service at factory or service center				
Prioritized, with fixed TAT, within 9 working days ¹⁾	–	○	●	–
Standard, with no defined TAT	●	●	●	●
On-site service ¹⁾				
Fast, start of work within 2 working days	–	○	–	●
On demand, without assured times	–	○	–	●
Parts for fast repair ¹⁾	–	○	●	●
Technical support during business hours				
Fast, response to critical incidents within 2 hours	–	○	●	●
Standard, response to critical incidents within 6 hours	–	○	–	–
Firmware/software updates	–	○	●	●
Regular product maintenance at Rohde&Schwarz or on site ¹⁾	–	○	●	●
Regular review meeting, once per year	–	○	●	●

¹⁾ According to regional availability.

- Included in service level.
- Selectable in service level.

Note:

The contractual performance level for each SLA criterion (e.g. TAT, response time) is 95%. Rohde&Schwarz assigns a priority level to each submitted support request, see section 3.1.4 Priority levels. The priority level indicates how product usability is impaired by the incident. Accurately defining the priority level ensures a timely response and helps to further define the nature of the problem.

2.2 Service details

Table 3: Service details

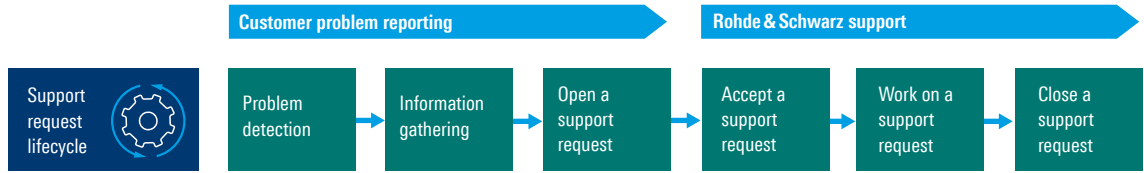
Service	Description
Rohde&Schwarz Support Center: problem reporting and overview/tracking of customer's requests	Via the Rohde&Schwarz Support Center, customers can submit an online support request at any time from anywhere in the world, via desktop or mobile devices. In addition, customers can track the status of their support requests, add further information and communicate with the Rohde&Schwarz support team. The Support Center makes interaction between Rohde&Schwarz and its customers efficient and transparent.
Repair services	All repair costs (time and material) are covered. Prioritized repair with fixed TAT: Repair is made within 9 working days at the factory or a service center. Standard repair: no commitment as to defined repair time/TAT.
On-site service	When problems cannot be resolved via remote access or by replacing product/system components, Rohde&Schwarz will also support the customer on site. Qualified service technicians will carry out the necessary measures on site. There are two variants. With "Fast on-site service", Rohde&Schwarz assures that repair/service work will be started on site within 2 working days from the time a ticket has been issued and qualified. With "On-site service on demand", the customer orders services on demand at fixed prices. In the latter case, Rohde&Schwarz will make no commitment as to the time of arrival of service technicians on site.
Parts for fast repair	Rohde&Schwarz has a special pool of spare parts and components to ensure immediate availability for fast repairs of Rohde&Schwarz amplifier systems.
Technical support during business hours	Qualified service technicians will handle the SR within the response time defined in the customer's service contract. More complex SRs require in-depth product knowledge. Depending on the type of problem, a support team will initiate additional measures to find a solution. Such measures include, for example: <ul style="list-style-type: none"> ▶ Analyze complex issues/log files ▶ Reproduce error patterns on lab systems ▶ Identify and localize errors efficiently via remote secure diagnostics, significantly reducing system downtime ▶ Initiate debugging of firmware/software errors with engineering support (R&D) There are two variants with fast and standard response time.
Firmware/software updates	Firmware/software updates eliminate bugs and maintain/optimize the product/system performance.
Regular product maintenance	Regular inspection and preventive maintenance of customer systems are performed by a Rohde&Schwarz service technician. This will include the following, for example: <ul style="list-style-type: none"> ▶ Maintenance of hardware and cooling system (R&S®BBL200) ▶ Electrical safety check ▶ Performance evaluation (e.g. validating P1dB) ▶ Visual inspection ▶ Analysis of log files ▶ Efficiency optimization ▶ Implementation of service-related product changes ▶ Documentation of results
Regular review meeting	Rohde&Schwarz creates and provides reports about support requests and defined key performance indicators. During the review meeting with the customer, information about the project status and progress can be exchanged and adaptations can be arranged.

3 IMPLEMENTATION OF SERVICE

3.1 Support requests via the Rohde & Schwarz Support Center

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

Fig. 3-1: Support request lifecycle



3.1.1 Problem detection and analysis

When a technical issue arises concerning a Rohde&Schwarz product, the customer (customer technical contact) shall make its best effort to analyze, troubleshoot and resolve the issue/problem through skills obtained from Rohde&Schwarz product training, product manuals and/or troubleshooting guides. If the problem cannot be solved with a reasonable amount of time and effort, the technical contact should open a support request.

3.1.2 Gathering information

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

3.1.3 Opening a support request

In order for Rohde&Schwarz to resolve an incident, the customer technical contact shall submit all support requests via the Rohde&Schwarz Support Center. 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 adherence to the agreed response time.

3.1.4 Priority levels

Rohde&Schwarz assigns a priority level to each submitted support request. The priority level provides a measurement of how product usability is impaired by the incident. Accurately defining the priority level ensures a timely response and helps to further analyze the nature of the problem.

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

A support request is assigned one of the following priority levels:

Priority 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 system operation. No workaround exists.

Priority 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.

Priority level 3 – Medium: Describes a problem that, although inconvenient, does not affect the basic operation of the product.

Priority level 4 – Low: Describes an incident or change request that does not affect product operation.

3.1.5 Submitting an online support request via the Rohde&Schwarz Support Center

The Rohde&Schwarz Support Center offers customers an online interface for questions, support and change requests and ensures short response times to support requests. Support requests are passed on to and processed by competent support teams.

In addition, customers can do the following via the Rohde&Schwarz Support Center:

- ▶ Open an unlimited number of support requests
- ▶ Assess the priority of support requests
- ▶ Add documents and other attachments easily
- ▶ Assemble a number of people of their organization into a customer team
- ▶ View information about the status of their requests at all times and as a team
- ▶ Submit a follow-up request if the problem recurs after a short time or the proposed solution does not lead to the desired result
- ▶ Apply different views and filtering options

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

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

The GLORIS portal provides secure access to the Rohde&Schwarz Support Center and the latest product information.

GLORIS access requires a login with the customer's email address and password. Customers who do not yet have login information should register on this page as soon as possible, via "Register for GLORIS" in the Login section. Registration undergoes an internal Rohde&Schwarz approval process that can take up to two business days. If access has already been granted on conclusion of a service contract, customers can immediately use the Rohde&Schwarz Support Center to create support requests. If this is not the case, it is strongly recommended that customers register for GLORIS without delay.

If necessary in individual cases, Rohde&Schwarz can also create customers in the system (silent registration). These customers will receive a link and simply need to confirm the registration via the link.

The "R&S Support Center User Guide" provides information on how to create, update, track and resolve tickets for Rohde&Schwarz product support. The "R&S Support Center User Guide" can be downloaded from the GLORIS help page:

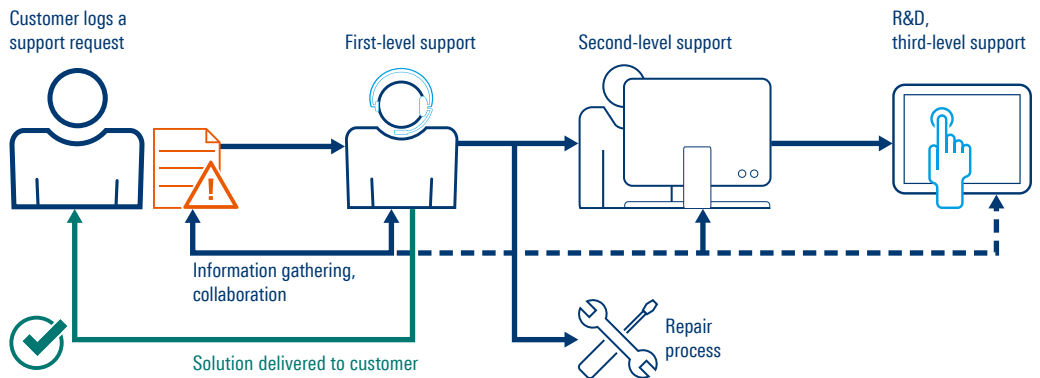
<https://gloris.rohde-schwarz.com/irj/portal/help> → Support Desk Guides

3.1.6 Support request procedure

In order for Rohde&Schwarz to resolve an incident, the customer must submit all support requests via the Rohde&Schwarz Support Center. Support requests are logged, confirmed and assigned to a support team.

The diagnostic process for finding the cause of an incident is controlled by Rohde&Schwarz. During this process, Rohde&Schwarz might require customer assistance such as describing the circumstances of an incident, providing log files, measurement files and any other information required by Rohde&Schwarz to resolve the incident. Unless otherwise agreed, it lies within the customer's responsibility to install firmware/software updates, software test procedures and replacement parts that are provided by Rohde&Schwarz.

Fig. 3-2: Support request procedure



Support level description

First-level support

- ▶ Clarifying content and contractual matters
- ▶ Resolving the incident or passing it on to the second level
- ▶ Issuing RMA tickets for repairs

Second-level support

- ▶ Analyzing and resolving complex issues (log files, access to customer systems)

R&D, third-level support

- ▶ Resolving complicated configuration problems
- ▶ Reproducing error patterns in the lab
- ▶ Implementing software corrections (bug fixing)

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

The support request is assigned to a dedicated support team that acts as the customer contact. The support team analyzes the information provided with the support request and, if necessary, requests additional information.

The following information needs to be gathered from the customer:

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

Based on the type of request, contractual provisions and the information provided, the support team decides on one of the following procedures:

Direct solution – The support team is able to provide a direct solution to a support request, such as answering a question.

Interim solution – If available, the support team provides a proposal for a solution or way to proceed, including workarounds, with the focus on restoring the impaired service(s).

Hardware related request – If an incident is hardware related and requires repair or replacement of a faulty hardware component, the support team initiates the RMA process or an offer for a standard price repair in case this is not covered by the SLA. For details on the RMA process, see section 3.2 Repair services (RMA process), and section 3.2.1 Repair process description, in this document.

Software or configuration related request – If an incident is software related and requires further technical assistance, the support team may contact the customer for further information and obtain engineering support (R&D) if necessary.

3.1.7 Closing a support request

When an incident is resolved, the support request status will be set to resolved. After 60 days, it will be set to closed automatically. The support request is logged and will remain accessible to all parties.

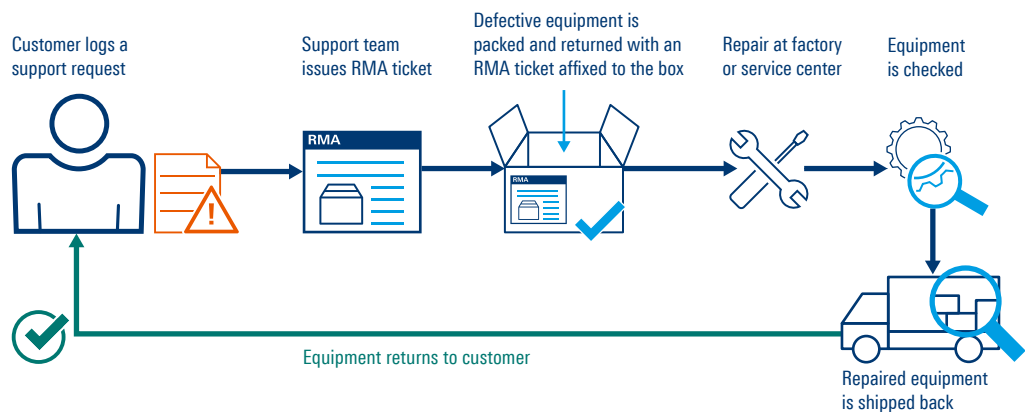
3.2 Repair services

If a product becomes defective, the customer will use the Rohde&Schwarz Support Center to submit a support request to Rohde&Schwarz describing the faulty behavior in detail. The support team verifies the incident and confirms the hardware defect, which leads to the repair of the faulty hardware component at the nearest Rohde&Schwarz service center or the factory. The Rohde&Schwarz support team issues a return material authorization (RMA) ticket number to the customer, and the customer sends the defective hardware and shipping documents in a package that is clearly labeled with the RMA# to the address stated on the RMA. Upon receipt, a service technician inspects the hardware and informs the customer about further process steps.

When concluding an SLA, the customer decides how quickly a product should be repaired. Depending on what the customer has chosen, repairs are carried out either within a defined turnaround time or without time commitment and prioritization.

The customer is provided with regular status updates during the time Rohde&Schwarz hardware technicians are repairing or replacing the defective hardware. The technicians thoroughly test the hardware before shipping it back to the customer. Once the hardware is successfully installed, the support team closes the RMA ticket and the corresponding support request.

Fig. 3-3: Repair process



3.2.1 Repair process description

The Rohde&Schwarz repair process involves the following steps:

Identification of defective hardware – The customer (or the support team) logs a support request for a defective Rohde&Schwarz product and, if possible, clearly identifies the defective component by name, part number and serial number.

Return material authorization (RMA) number – Rohde&Schwarz issues an RMA number. The customer must provide the RMA number as a reference when forwarding defective products to Rohde&Schwarz.

Shipment instructions – The customer sends the defective product/component(s) to the communicated shipping address in accordance with CIP Incoterms® 2020. For fast and efficient handling, the customer shall ensure that the RMA# is clearly visible on the package and the shipping documents. Rohde&Schwarz assumes no liability for shipments that have been sent to Rohde&Schwarz without proper packaging and labeling.

Goods declaration – Rohde&Schwarz pays an import VAT on returned hardware based on the value the customer declares in the shipping documents. To obtain a full VAT refund, Rohde&Schwarz declares the same VAT value on the export shipping documents for the replaced or repaired hardware. If the customer is uncertain as to what VAT value to declare, the customer should contact the Rohde&Schwarz support team prior to shipping the defective hardware.

Replacement – If defective hardware requires replacement, the customer is informed accordingly. At this stage, the customer has to inform the Rohde&Schwarz support team 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.

3.3 On-site service for rack systems

For broadband amplifier systems accommodated in racks, on-site service is provided by qualified service technicians. Rack systems may be permanently installed and/or comprise multiple amplifiers. On-site servicing does away with removing, transporting and installing affected components, saving time and cost.

There are two variants of on-site service, which differ with respect to repair times. In the case of “Fast on-site service”, repair is started within two days after a support request has been submitted and the defect has been diagnosed. On-site repair will typically be completed within a maximum of three days, depending on the system complexity and the type of defect.

The annual fee payable for fast on-site service covers all costs except for travel costs, which are invoiced separately. If the customer does not have an adequate pool of spare parts available, the „Parts for fast repair” service element is required in addition.

In the case of “On-site service on demand”, repair will as a rule be started within two weeks after a support request has been submitted and the defect has been diagnosed, depending on the workload and spare parts availability. Each repair is ordered separately at a fixed price. There are two options available, depending on whether a service technician is required for one or more days. Rohde&Schwarz will charge a small basic fee for fixing the applicable terms and conditions in the service contract for a period of up to three years.

When repair becomes necessary, the support team will estimate the number of days required for the repair, taking into account system complexity, defect pattern and the time required to travel to the site of assignment and back. The customer orders the required number of days. The first day is ordered with R&S®SODC1AMP On-site visit one day of one technician (Order No.: 5352.2815.64), each additional day with R&S®SODCEAMP On-site visit extension day of one technician (Order No.: 5352.2815.65). The service technician’s domestic travel costs are included in the order for the first day.

3.4 Technical support

A support request submitted by the customer is assigned to a support team which remains the customer contact until the incident has been resolved. Depending on the selected service elements, enhanced support options such as faster processing of support requests are available.

Rohde&Schwarz offers the following models for technical support during business hours:

Table 4: Technical support models

Priority level	Response time, fast technical support	Response time, standard technical support
Priority level 1 – Critical	2 hours	6 hours
Priority level 2 – High	2 hours	less than 1 working day
Priority level 3 – Medium	2 hours	less than 3 working days
Priority level 4 – Low	2 hours	less than 5 working days

Depending on the complexity of an incident, the Rohde&Schwarz three-level support teams and the customer work together 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 firmware/software updates or utilities
- ▶ Asking the customer to provide specific product debug information and, if necessary, conduct tests to generate such data
- ▶ Asking the customer to download log files for a detailed error description and provide it to the Rohde&Schwarz support teams via the Rohde&Schwarz Support Center
- ▶ Trying to replicate the problem in the Rohde&Schwarz test lab environment
- ▶ Asking for customer-specific configuration data or firmware/software versions to help reproduce the problem
- ▶ Verifying software behavior by Rohde&Schwarz engineering staff
- ▶ Asking the customer to implement workarounds to avoid the problem
- ▶ Initiating hardware repair (asking the customer to return defective hardware)
- ▶ Asking the customer to get networking, database or other technology-specific administrators involved to help troubleshoot the incident
- ▶ Working with the customer to get relevant third-party hardware or software vendors (e.g. operating system or database providers) involved if the issue/problem appears to originate from their products

Whenever a support request is updated with new information, the customer is promptly informed by email via the Rohde&Schwarz Support Center.

Rohde&Schwarz seeks to always find a satisfactory solution to an incident, such as changing a configuration, updating firmware/software or providing a workaround so that customers can continue using their products.

3.4.1 Remote error analysis

To investigate a customer's support request as efficiently and quickly as possible, Rohde&Schwarz offers remote error analysis. In that case, certain technical requirements have to be met on the part of the customer, e.g. setting up an internet/VPN connection. A minimum internet speed of 1 Mbit/s is recommended for remote error analysis.

The customer and the Rohde&Schwarz service technician will arrange a date and time for remote access to the product. The customer shall provide any required technical support during the session.

3.5 Firmware/software updates

The customer will be automatically informed about new firmware/software updates. These updates fix bugs, improve product operation and may include minor enhancements. Customers can download updates from the Rohde&Schwarz website using a special URL and install it on their products.

Rohde&Schwarz strongly recommends that customers keep their products up to date. Obsolete software or firmware versions can cause delays in resolving an incident.

3.6 Regular product maintenance

Regular maintenance takes place at annual intervals. It includes maintaining the customer's broadband amplifier systems, upgrading hardware and updating firmware and software. This substantially reduces the risk of sudden, unexpected defects, plus it verifies system performance and assures customers that their systems are working properly.

Regular annual maintenance includes the following services:

- ▶ Visual inspection
- ▶ Mechanical check including service-related product changes
- ▶ Maintenance of R&S®BBL200 cooling system
- ▶ Electrical safety check
- ▶ Log file analysis
- ▶ Firmware and software updates
- ▶ Performance evaluation, including e.g. verification of 1 dB compression point (P1dB)
- ▶ Efficiency optimization, if necessary
- ▶ Answering customer questions
- ▶ Documentation of results

With desktop units, maintenance can be carried out at a Rohde&Schwarz service center, and with rack systems or a large number of systems also at the customer's site. Travel costs for Rohde&Schwarz service staff are included in the regular product maintenance price.

3.7 Regular annual review meeting

The Rohde&Schwarz service delivery manager provides the customer with statistics on customer's support requests and evaluates them together with the customer.

At the review meeting, the service delivery manager presents a report about the achievement of agreed key performance indicators (KPI) and fulfillment of service obligations for all agreed support, service and maintenance work. The customer can choose between an on-site appointment or a virtual meeting.

The customer receives all relevant documents prior to the scheduled appointment. These include:

- ▶ Number of support requests (defects/issues)
- ▶ List of all open support requests itemized according to amplifier system location, amplifier system and priority level
- ▶ Overview of all of the customer's received tickets since the last review meeting (or since the start of the SLA)
- ▶ Analysis of the processing of all support requests during this period, including:
 - Date and time of receipt and response time
 - Mention of the cause of all critical incidents and how they can be avoided in the future
 - Further relevant information that contributes to improving performance
- ▶ Achievement of agreed KPIs and fulfillment of obligations during this period

The review meeting serves to continuously improve cooperation with the customer. The date and time, location and duration of the meeting will be arranged with the customer.

4 RESPONSIBILITIES

4.1 Support relationship

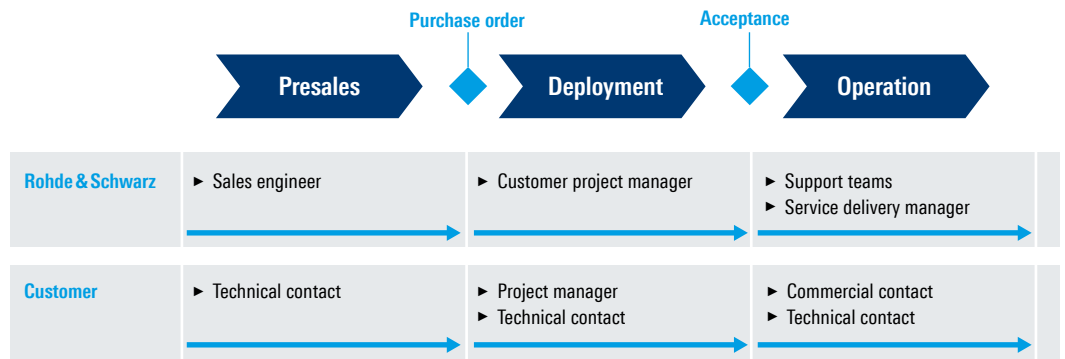
The effectiveness of support interaction depends on the technical product knowledge, problem-solving skills and communicative skills of both the customer technical contact and the Rohde&Schwarz support organization. A good understanding by both parties of their roles and responsibilities is crucial to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

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 Fig. 4-1. The chart describes the best contact at the different project stages.

Fig. 4-1: Technical responsibility chart



4.1.2 Presales phase

For Rohde&Schwarz products in the presales phase, e.g. during a customer demonstration or in a trial, the Rohde&Schwarz sales engineer is responsible for technical issues. Main activities in the presales 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 issues. During the deployment phase, the Rohde&Schwarz customer project manager works closely with the project manager on the customer's side.

4.1.4 Operation phase

After deployment, technical responsibility will pass to the Rohde&Schwarz support organization, with these types of professionals:

Support teams, level 1 to 3:

- ▶ Clarifying warranty and contractual status with the customer
- ▶ Requesting detailed information from the customer
- ▶ Analyzing, identifying and resolving the problem
- ▶ Reproducing the error condition if applicable
- ▶ Maintaining the incident status on the Rohde&Schwarz Support Center

Service delivery manager:

- ▶ Managing the customer interface and ensuring delivery of contractually agreed services
- ▶ Monitoring SLA fulfillment, initiating corrective actions where necessary
- ▶ Overall reporting on delivery performance, including quality and commercial aspects
- ▶ Regularly aligning with customer and Rohde&Schwarz stakeholders, conducting performance reviews, managing actions and escalations

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 to be appointed by the customer:

Customer commercial contact – Responsible for support requests not covered by the SLA and for renewing existing SLAs.

Customer technical contact – The customer technical contact has 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 customer technical contact has the following responsibilities:

- ▶ Submitting support requests via the Rohde&Schwarz Support Center
- ▶ Working with the Rohde&Schwarz support teams
- ▶ Providing all requested information during the support request investigation phase (log files, description of circumstances of an incident, etc.)
- ▶ Installing and managing maintenance releases
- ▶ Managing the computer systems, including third-party firmware/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)
- ▶ Information as to whether contact's address, phone number and/or email address should be added, modified or deleted

4.1.7 Best practices/recommendations

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

System operators trained 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 describing the symptoms of problems and in working with Rohde&Schwarz experts to resolve the underlying issue. The return on the training investment is almost immediate considering the cost of training 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 services help to plan ahead

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

Providing complete and accurate information

As with any troubleshooting process, accurate and timely resolution depends on accurate and timely information. If a 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 for Rohde&Schwarz amplifier systems during warranty period, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SBWAMP	5352.2809.02
Service level agreement BASIC 1 year for Rohde&Schwarz amplifier systems, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SB1AMP	5352.2809.03
Service level agreement BASIC 2 years for Rohde&Schwarz amplifier systems, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SB2AMP	5352.2809.04
Service level agreement BASIC 3 years for Rohde&Schwarz amplifier systems, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SB3AMP	5352.2809.05
Service level agreement BASIC 4 years for Rohde&Schwarz amplifier systems, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SB4AMP	5352.2809.06
Service level agreement BASIC 5 years for Rohde&Schwarz amplifier systems, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SB5AMP	5352.2809.07
Service level agreement BASIC 6 years for Rohde&Schwarz amplifier systems, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SB6AMP	5352.2809.08
Service level agreement BASIC 7 years for Rohde&Schwarz amplifier systems, includes coverage of repair costs (material and time), access to Rohde&Schwarz Support Center and basic support	R&S®SB7AMP	5352.2809.09
Customized services		
Prioritized repair with fixed turnaround time of 9 working days		
Prioritized repair within defined turnaround time of 9 working days plus shipping, 1 year, for Rohde&Schwarz amplifier systems	R&S®SR9FT1AMP	5352.2815.11
Prioritized repair within defined turnaround time of 9 working days plus shipping, 2 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT2AMP	5352.2815.12
Prioritized repair within defined turnaround time of 9 working days plus shipping, 3 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT3AMP	5352.2815.13
Prioritized repair within defined turnaround time of 9 working days plus shipping, 4 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT4AMP	5352.2815.14
Prioritized repair within defined turnaround time of 9 working days plus shipping, 5 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT5AMP	5352.2815.15
Prioritized repair within defined turnaround time of 9 working days plus shipping, 6 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT6AMP	5352.2815.16
Prioritized repair within defined turnaround time of 9 working days plus shipping, 7 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT7AMP	5352.2815.17
Prioritized repair within defined turnaround time of 9 working days plus shipping, 8 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT8AMP	5352.2815.18
Prioritized repair within defined turnaround time of 9 working days plus shipping, 9 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT9AMP	5352.2815.19
Prioritized repair within defined turnaround time of 9 working days plus shipping, 10 years, for Rohde&Schwarz amplifier systems	R&S®SR9FT10AMP	5352.2815.20
Fast on-site service		
On-site service 1 year for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S®SO2D1AMP	5352.2815.51
On-site service 2 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S®SO2D2AMP	5352.2815.52
On-site service 3 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S®SO2D3AMP	5352.2815.53
On-site service 4 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S®SO2D4AMP	5352.2815.54
On-site service 5 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S®SO2D5AMP	5352.2815.55

Designation	Type	Order No.
On-site service 6 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S°SO2D6AMP	5352.2815.56
On-site service 7 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S°SO2D7AMP	5352.2815.57
On-site service 8 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S°SO2D8AMP	5352.2815.58
On-site service 9 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S°SO2D9AMP	5352.2815.59
On-site service 10 years for Rohde&Schwarz amplifier systems, service technicians start service work at customer's site within 2 working days (Monday to Friday)	R&S°SO2D10AMP	5352.2815.60
On-site service on demand		
Base fee for on-demand on-site visit of a service technician at fixed price (price valid for 1 year); to book an on-site visit, order the following position(s) at the price(s) stated in the service contract: R&S°SODC1AMP on-site visit one day of one technician, R&S°SODCEAMP on-site visit extension day of one technician	R&S°SOF1AMP	5352.2815.61
Base fee for on-demand on-site visit of a service technician at fixed price (price valid for 2 years); to book an on-site visit, order the following position(s) at the price(s) stated in the service contract: R&S°SODC1AMP on-site visit one day of one technician, R&S°SODCEAMP on-site visit extension day of one technician	R&S°SOF2AMP	5352.2815.62
Base fee for on-demand on-site visit of a service technician at fixed price (price valid for 3 years); to book an on-site visit, order the following position(s) at the price(s) stated in the service contract: R&S°SODC1AMP on-site visit one day of one technician, R&S°SODCEAMP on-site visit extension day of one technician	R&S°SOF3AMP	5352.2815.63
Service call: On-site visit one day of one technician to repair Rohde&Schwarz amplifier systems	R&S°SODC1AMP	5352.2815.64
Service call: On-site visit extension day of one technician to repair Rohde&Schwarz amplifier systems	R&S°SODCEAMP	5352.2815.65
Parts for fast repair		
Provision of spare parts and components 1 year at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX1AMP	5352.2815.71
Provision of spare parts and components 2 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX2AMP	5352.2815.72
Provision of spare parts and components 3 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX3AMP	5352.2815.73
Provision of spare parts and components 4 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX4AMP	5352.2815.74
Provision of spare parts and components 5 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX5AMP	5352.2815.75
Provision of spare parts and components 6 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX6AMP	5352.2815.76
Provision of spare parts and components 7 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX7AMP	5352.2815.77
Provision of spare parts and components 8 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX8AMP	5352.2815.78
Provision of spare parts and components 9 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX9AMP	5352.2815.79
Provision of spare parts and components 10 years at Rohde&Schwarz for fast repair of Rohde&Schwarz amplifier systems	R&S°SPEX10AMP	5352.2815.80
Fast technical support with 2 hours response time (priority level "critical")		
Fast technical support 1 year for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S°SFTS1AMP	5352.2815.41
Fast technical support 2 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S°SFTS2AMP	5352.2815.42
Fast technical support 3 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S°SFTS3AMP	5352.2815.43
Fast technical support 4 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S°SFTS4AMP	5352.2815.44
Fast technical support 5 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S°SFTS5AMP	5352.2815.45

Designation	Type	Order No.
Fast technical support 6 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S®SFTS6AMP	5352.2815.46
Fast technical support 7 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S®SFTS7AMP	5352.2815.47
Fast technical support 8 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S®SFTS8AMP	5352.2815.48
Fast technical support 9 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S®SFTS9AMP	5352.2815.49
Fast technical support 10 years for Rohde&Schwarz amplifier systems, qualified response within 2 hours (during business hours)	R&S®SFTS10AMP	5352.2815.50
Standard technical support with 6 hours response time (priority level "critical")		
Standard technical support 1 year for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS1AMP	5352.2815.31
Standard technical support 2 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS2AMP	5352.2815.32
Standard technical support 3 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS3AMP	5352.2815.33
Standard technical support 4 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS4AMP	5352.2815.34
Standard technical support 5 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS5AMP	5352.2815.35
Standard technical support 6 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS6AMP	5352.2815.36
Standard technical support 7 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS7AMP	5352.2815.37
Standard technical support 8 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS8AMP	5352.2815.38
Standard technical support 9 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS9AMP	5352.2815.39
Standard technical support 10 years for Rohde&Schwarz amplifier systems (during business hours), qualified response within defined times depending on support request priority level	R&S®STSS10AMP	5352.2815.40
Firmware/software updates		
Provision of firmware/software updates 1 year for Rohde&Schwarz amplifier systems	R&S®SSWU1AMP	5352.2815.21
Provision of firmware/software updates 2 years for Rohde&Schwarz amplifier systems	R&S®SSWU2AMP	5352.2815.22
Provision of firmware/software updates 3 years for Rohde&Schwarz amplifier systems	R&S®SSWU3AMP	5352.2815.23
Provision of firmware/software updates 4 years for Rohde&Schwarz amplifier systems	R&S®SSWU4AMP	5352.2815.24
Provision of firmware/software updates 5 years for Rohde&Schwarz amplifier systems	R&S®SSWU5AMP	5352.2815.25
Provision of firmware/software updates 6 years for Rohde&Schwarz amplifier systems	R&S®SSWU6AMP	5352.2815.26
Provision of firmware/software updates 7 years for Rohde&Schwarz amplifier systems	R&S®SSWU7AMP	5352.2815.27
Regular product maintenance		
Annual inspection and maintenance at Rohde&Schwarz or on site, 1 year, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO1AMP	5352.2815.81
Annual inspection and maintenance at Rohde&Schwarz or on site, 2 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO2AMP	5352.2815.82
Annual inspection and maintenance at Rohde&Schwarz or on site, 3 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO3AMP	5352.2815.83
Annual inspection and maintenance at Rohde&Schwarz or on site, 4 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO4AMP	5352.2815.84

Designation	Type	Order No.
Annual inspection and maintenance at Rohde&Schwarz or on site, 5 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO5AMP	5352.2815.85
Annual inspection and maintenance at Rohde&Schwarz or on site, 6 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO6AMP	5352.2815.86
Annual inspection and maintenance at Rohde&Schwarz or on site, 7 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO7AMP	5352.2815.87
Annual inspection and maintenance at Rohde&Schwarz or on site, 8 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO8AMP	5352.2815.88
Annual inspection and maintenance at Rohde&Schwarz or on site, 9 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO9AMP	5352.2815.89
Annual inspection and maintenance at Rohde&Schwarz or on site, 10 years, of Rohde&Schwarz amplifier systems; includes maintenance of hardware, firmware/software and cooling system (R&S®BBL200), electrical safety check, performance evaluation (e.g. validating P1dB), visual inspection, analysis of log files, efficiency optimization, implementation of service-related product changes, and documentation of results; prerequisite: access to amplifier systems	R&S®SPMO10AMP	5352.2815.90
Regular review meeting		
Annual review meeting 1 year for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM1AMP	5352.2815.91
Annual review meeting 2 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM2AMP	5352.2815.92
Annual review meeting 3 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM3AMP	5352.2815.93
Annual review meeting 4 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM4AMP	5352.2815.94
Annual review meeting 5 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM5AMP	5352.2815.95
Annual review meeting 6 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM6AMP	5352.2815.96
Annual review meeting 7 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM7AMP	5352.2815.97
Annual review meeting 8 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM8AMP	5352.2815.98
Annual review meeting 9 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM9AMP	5352.2815.99
Annual review meeting 10 years for Rohde&Schwarz amplifier systems, analysis of support requests, report on key performance indicators, review of service requirements	R&S®SRM10AMP	5352.2815.99

Designation	Type	Order No.
Premium service level		
For desktop models		
Service level agreement PREMIUM during warranty period for Rohde&Schwarz amplifier systems (desktop units); covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPDWAMP	5352.2809.32
Service level agreement PREMIUM 1 year for Rohde&Schwarz amplifier systems (desktop units), after warranty period; covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPD1AMP	5352.2809.33
Service level agreement PREMIUM 2 years for Rohde&Schwarz amplifier systems (desktop units), after warranty period; covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPD2AMP	5352.2809.34
Service level agreement PREMIUM 3 years for Rohde&Schwarz amplifier systems (desktop units), after warranty period; covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPD3AMP	5352.2809.35
Service level agreement PREMIUM 4 years for Rohde&Schwarz amplifier systems (desktop units), after warranty period; covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPD4AMP	5352.2809.36
Service level agreement PREMIUM 5 years for Rohde&Schwarz amplifier systems (desktop units), after warranty period; covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPD5AMP	5352.2809.37
Service level agreement PREMIUM 6 years for Rohde&Schwarz amplifier systems (desktop units), after warranty period; covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPD6AMP	5352.2809.38
Service level agreement PREMIUM 7 years for Rohde&Schwarz amplifier systems (desktop units), after warranty period; covers repairs with fixed turnaround time of 9 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance at factory/service center, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPD7AMP	5352.2809.39

Designation	Type	Order No.
For rack systems		
Service level agreement PREMIUM during warranty period for large rack based Rohde&Schwarz amplifier systems; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPRWAMP	5352.2809.42
Service level agreement PREMIUM 1 year for large rack based Rohde&Schwarz amplifier systems, after warranty period; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPR1AMP	5352.2809.43
Service level agreement PREMIUM 2 years for large rack based Rohde&Schwarz amplifier systems, after warranty period; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPR2AMP	5352.2809.44
Service level agreement PREMIUM 3 years for large rack based Rohde&Schwarz amplifier systems, after warranty period; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPR3AMP	5352.2809.45
Service level agreement PREMIUM 4 years for large rack based Rohde&Schwarz amplifier systems, after warranty period; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPR4AMP	5352.2809.46
Service level agreement PREMIUM 5 years for large rack based Rohde&Schwarz amplifier systems, after warranty period; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPR5AMP	5352.2809.47
Service level agreement PREMIUM 6 years for large rack based Rohde&Schwarz amplifier systems, after warranty period; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPR6AMP	5352.2809.48
Service level agreement PREMIUM 7 years for large rack based Rohde&Schwarz amplifier systems, after warranty period; covers fast on-site repairs with start of work within 2 working days, provision of spare parts and components at Rohde&Schwarz, firmware/software updates, fast technical support during business hours, regular product maintenance, annual review meeting, and access to Rohde&Schwarz Support Center	R&S®SPR7AMP	5352.2809.49

Rohde & Schwarz

The Rohde & Schwarz technology group is among the trailblazers when it comes to paving the way for a safer and connected world with its leading solutions in test and measurement, technology systems, and networks and cybersecurity. Founded more than 85 years ago, the group is a reliable partner for industry and government customers around the globe. The independent company is headquartered in Munich, Germany and has an extensive sales and service network with locations in more than 70 countries.

www.rohde-schwarz.com

Rohde & Schwarz customer support

www.rohde-schwarz.com/support

