

Brochure

VIAVI Care Support Plans

Ensure all days are productive days

How much is your time worth when there are always too many problems to solve? We help your team maximize productivity with support and maintenance services! Great service is a critical part of your VIAVI experience. Care Support Plans provide priority service at a low, fixed cost with exclusive benefits. We:

- **Maintain your equipment for peak performance and accuracy with calibration and repair.**
- **Facilitate learning with training and priority technical application support.**
- **Maximize your time with priority service, fast turnarounds, express loaners and replacement of worn out batteries, bags and accessories.**

Purchase a service plan with your test equipment to budget your service cost for up to 5 years with the lowest total cost of ownership possible. Make costs predictable and lessen your administrative burden! Plans can often be capitalized upfront with good ROI because they cost up to 65% less than reactive à la carte purchases. Gain peace-of-mind knowing that your equipment is up-to-date and working at its best—and that your technicians know how to use their applications effectively.



**Maintenance at a Low,
Predictable Cost**




**Maximum Staff
Productivity**



**Accurate Measurements
with Calibration**

Standard VIAVI Care Support Plans Summary

*5-year plans only

Plan	Objective	Technical Assistance	Factory Repair	Priority Service	Self-paced Training	5 Year Battery and Bag Coverage	Factory Calibration	Accessory Coverage	Express Loaner
Manufacturer Warranty	Repair/Manufacturer Defects	Standard Plus	✓						
 BronzeCare	Technician Efficiency	Premium	✓	✓	✓				
 SilverCare	Maintenance & Measurement Accuracy	Premium	✓	✓	✓	✓*	✓		
 MaxCare	High Availability	Premium	✓	✓	✓	✓*	✓	✓	✓

Experience the VIAVI Difference:

VIAVI returns your product working like it did when it came off the factory line but with added maintenance and enhancements that will extend the product life. All Engineering Change Notices (ECNs) and software/firmware will be upgraded to approved levels. Factors that need calibration can be adjusted to ensure accurate measurements.

On-Demand Training and Application Support: Make the most of your product's capabilities and your time from the start.

- Learn quickly at your own pace with our library of self-paced product training modules exclusively available to Support plan customers. Includes quiz to test user comprehension of training content and certificate of completion.
- Priority Access to Technical Application Support with the ability to remote control your product for in-field guidance.

Rapid Repairs: High Quality Services with a Guaranteed Turnaround Time

Feature	VIAVI Support Plan Repairs	3rd Party Repairs
Rapid 5 day or less turnaround (exclusive to support plan customers)	✓	Often shipped to VIAVI
Problem verification and analysis	✓	✓
Repair/Replacement	Authentic VIAVI parts	3rd party assemblies and materials
Product updates and HW engineering changes	✓	
Fiber connectors cleaned/polished	✓	Additional charge
Pigtail replacement	✓	Additional charge and risk of damage
Performance verification	Full performance verification with VIAVI factory test stands	Manual product testing/verification to what specification?
New calibration label and report when performed as part of repair process	✓	?
Unit software configuration preserved/loaded (SW options, templates/profile and StrataSync updates)	✓	
TL 9000 certified repair centers and process	✓	?

Calibration: Measurement Precision — Accuracy Matters to Avoid Repeat Work!




Over time and with heavy field use, lasers, RF components and optical parts need to be calibrated and adjusted. Without this service, measurements can become inaccurate. Furthermore, connectors, ports and the pigtail wires that connect these parts take a beating with connection/disconnection cycles.

- We maintain all components and software that require calibration are calibrated with automatic software test stands for factory based accuracy. Adjustments are included. Often 3rd parties will send your out of tolerance product back to us delaying your team.
- All connectors and ports and products are cleaned and serviced when you calibrate your product in a VIAVI TL 9000 certified facility. Safety check performed for electrical grounding (DIN VDE 0701 part 1)
- Your calibration certificate is stored online in StrataSync under the product serial number to facilitate the management of compliance with your customers or auditors.

MaxCare Plan Express Loaners Provide a High Availability Guarantee

Ensure all days are productive — there is no need to hold up work or wait for a rental test unit when you need service. VIAVI will advance ship a fully featured spare unit before you return your unit. Accessories are covered too.

Flexible Options Are Available for Custom Support Plans for Large Customers

Plan	Objective	Technical Assistance	Factory Repair	Priority Service	Self-paced Training	5 Year Battery and Bag Coverage	Factory Calibration	Accessory Coverage	Express Loaner
 GoldCare	Sold Upfront with Products	Premium							
 FleetCare	Sold Later for Installed Base with Coterminous Contract Term	Premium							
Standard Services  Customized Menu: Onsite Calibration and Training, FAE days, Custom Engineering or Software Subscriptions									

- Configure any of the Care Plan services plus onsite calibration, training, and custom engineering.
- Each contract is customized with any number of annual terms required by the customer.

Ordering Information

VIAMI instruments have various warranty periods and recommended calibration cycles depending on the product. Select the appropriate coverage.

VIAMI Care Support Plan Description	Part Number
Bronze Plan, First 2 Years	BRONZE-2
Bronze Plan, First 3 Years	BRONZE-3
Bronze Plan, First 4 Years	BRONZE-4
Bronze Plan, First 5 Years	BRONZE-5
Silver Plan, First 2 Years	SILVER-2
Silver Plan, First 3 Years	SILVER-3
Silver Plan, First 4 Years	SILVER-4
Silver Plan, First 5 Years	SILVER-5
MaxCare Plan, First 3 Years	MAXCARE-3
MaxCare Plan, First 5 Years	MAXCARE-5

Frequently Asked Questions FAQs

Q: What about my existing products I purchased a few years ago? Can I buy a VIAMI Care plan for them too?

A: Yes: For products under warranty, then you can purchase a VIAMI Care Support Plan in annual increments. For products that are out of warranty, we offer FleetCare. FleetCare can bring your entire inventory of instruments under a Care Plan with the same service level and contract time period. It can greatly streamline your service process. FleetCare is a customizable service contract. For more information, please contact your local VIAMI Representative. Note that out-of-warranty products need an assessment before being added to a support plan.

Q: Does VIAMI still offer Fixed-Rate à la carte services?

A: Yes: Repair, calibration and training is available under a fixed-rate quotation. However, VIAMI Care Plans are discounted and offer exclusive benefits such as priority services that are not available under Fixed Rate services.

For more information on details regarding any specific product, please see the VIAMI Care Services Site on viavisolutions.com/viavicareplan



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To reach the VIAMI office nearest you,
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