

# AVIATCARE WARRANTY & MANAGED SERVICES



## WARRANTY

AviatCare is a world-class support service that is designed to ensure that your network continues to operate reliably and efficiently, while also providing controlled and predictable operational costs, year after year. AviatCare consists of a range of Warranty and Managed Service options, supported by a suite of online tools, software and documentation, that can be tailored to meet your specific needs, including:

- **Technical Support.** Remote access to Aviat experts through our Global network of Technical Assistance Centers (TAC) for troubleshooting and restoring field issues.
- **Hardware Repair.** Return your defective units to Aviat for repair or replacement (Return Material Authorization, or RMA), within a turnaround time (TAT) in as little as 20 days (depending on Warranty level) with return shipping covered by Aviat. For higher warranty levels we will organize and cover the cost of shipping in both directions.
- **Advance Replacement.** Aviat will ship a replacement unit to you within 3 to 5 business days of an RMA being raised so that you do not need to wait for the failed unit to be repaired and returned. Advance Replacement includes a limited number of returns and is available for certain Aviat Products.
- **Software Warranty and Support.** Remote technical support for on Aviat Network and Element Management Software (NMS), including investigation of all reproducible product anomalies for supported versions and software updates free of charge during the coverage period
- **Access to AviatCloud.com.** Access tools to design your microwave links, order equipment and software, track your orders and deliveries, download Software Updates and Bug Fixes, product documentation and much more.

## WARRANTY OPTIONS

Warranty Level	Standard	Extended	Warranty Plus
Remote TAC Support	8x5 (M-F)	24x7	24x7 With Priority Access
Repair TAT*	30 Days	20 Days	20 Days
Shipping Costs	To Aviat – Customer To Customer - Aviat	To Aviat – Customer To Customer - Aviat	To Aviat – Aviat To Customer - Aviat
Advance Replacement*	Not included	Not included	Included Replacement unit received within 3-5 Business Days
AviatCloud Access	Included	Included	Included

\* Note that Repair TAT and Advance Replacement availability may vary based on your country and any specific Support Terms and Conditions

## MANAGED SERVICES

With the demands on today's networks managing network infrastructure is often a challenge. Network managers and their teams can struggle to keep up, leading to more reactive versus proactive approaches. Aviat Managed Services provide a suite of managed service offerings that can be tailored to your needs and added to your chosen Warranty tier to help your team stay proactive. This suite includes end-to-end operations management, advanced monitoring solutions that combine traditional network monitoring and event management services with fault resolution, and SaaS (Software as a Service) delivery of Aviat Network's expert systems. The SaaS models supported are "hosted" where Aviat Networks simply provides the software from the cloud and "managed" where Aviat Networks provides expert operations support of these systems. All of these services are managed through Aviat's US-based Network Operations Center (NOC).

## MANAGED SERVICES OPTIONS

- **Preventive Maintenance (PM) – Ground and Tower.** Extend equipment life, minimize unexpected repairs, control maintenance costs. Includes regular checks of towers, grounding, radios and ancillaries.
- **Corrective Maintenance (CM) – Ground and Tower.** Rapid, on-site resolution to minimize network downtime. Includes on-site diagnostics, troubleshooting, and repairs with a response time in as little as 4 hours (depending on Service Level Agreement, or SLA).
- **Network Remote Monitoring.** 24/7 surveillance and early fault detection ensure that your network remains operational around the clock, reduce the need for emergency callouts and provide predictable maintenance budgeting.
- **Software Upgrade Service.** Keep your network at peak performance with software updates that enhance security, reliability, and expansion, via a 4-Step Process: Evaluation, Planning, Management, and Execution
- **Frequency Assurance Software (FAS) – Hosted & Managed.** Aviat's patented FAS Expert System, which is custom-built to monitor and detect interference, perform trend analysis of the network over time to track interference, and isolate problem links before noticeable impacts occur.
- **Health Assurance Software (HAS) – Hosted & Managed.** Proactively identify problematic links with advanced analytics, automated monitoring, and a dedicated software instance in a private cloud.

### Why Choose AviatCare?

Aviat delivers the most comprehensive set of service and support options backed 80 years of industry expertise, focused on wireless networks. Our selection of scalable Warranty options, combined with a comprehensive set of Managed Services, enables Operators to proactively ensure the highest operational network performance and reliability, while minimizing staffing and lowering overall operational costs.

## CONTACT US

Speak to your local Aviat representative or email [AviatCare.ServicesNA@aviatnet.com](mailto:AviatCare.ServicesNA@aviatnet.com) to see how we can put together a tailored proposal to meet your specific needs.

