

SPIRENT FEDERAL SUPPORT SERVICE

GPS/GNSS Simulation Systems

Spirent Federal offers comprehensive maintenance and support services across its range of GPS/GNSS simulation systems.

A support service contract enables optimal use of Spirent equipment and maximizes benefits from the investment in your simulator. The dedicated U.S. Support Center, centrally-located in Euless, Texas, provides fast and efficient handling of service requests.

Key benefits include

- Software and firmware upgrades to ensure simulation systems are always kept up-to-date
- Priority repair services in the event of any faults
- Technical support for day-to-day issues and questions

SOFTWARE UPGRADES

New features and capabilities on software and firmware upgrades enhance the simulation system and ensure it is up-to-date. All upgrade releases pertaining to the system under cover will be made available on the Spirent support website for download.

PRIORITY REPAIR SERVICE

In the event of a fault, customers with a support contract receive highest priority repair service in our technical support center, ensuring minimal downtime or disruption and maximizing benefits from the simulator.

On receiving notification of a fault, Spirent will respond quickly and assist the customer with fault diagnosis and assessment.

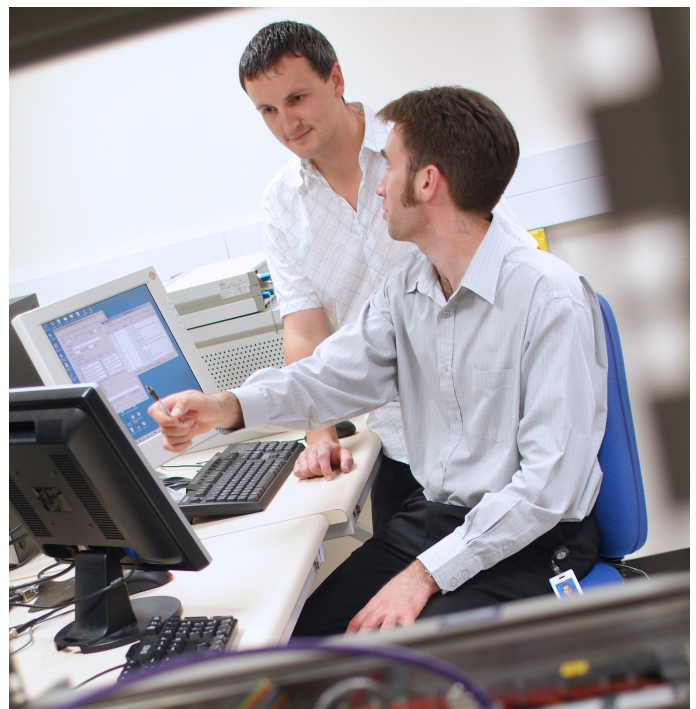
When new parts are required, Spirent will either send these to the customer or request that the unit be returned to Spirent for repair.

TECHNICAL SUPPORT

Contact Spirent by telephone, e-mail, or support website. Telephone support is available during normal U.S. business hours. Experienced engineers are available to offer advice on best practice and to assist with the operation of the simulation system, enabling optimal use of the simulator.

Customers can submit support requests at any time via email. Spirent is committed to responding quickly to these requests.

Spirent's customer support website offers access to product documentation, frequently asked questions, trouble-shooting guides, scenario generation tools, and much more. Online resources are constantly expanding.



SCENARIO GENERATION

A support contract provides unlimited access to Spirent's web-based scenario generation service. Create unlimited new test scenarios for the Spirent GSS6700 SimREPLAY and STR4500.

CALIBRATION

Calibration services are available as a supplement to standard maintenance. The U.S. Support Center in Texas specializes in conducting calibrations. Please contact us for a quotation on our calibration services offered at our support facility.

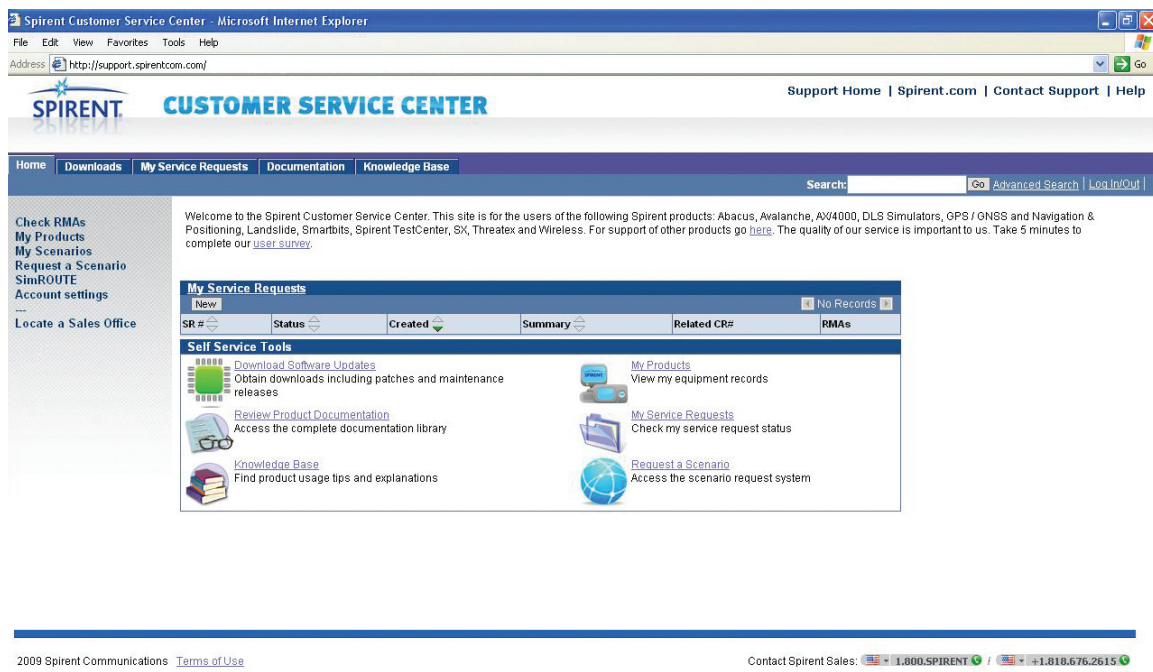
ON-SITE TRAINING SERVICES

If further training is desired, Spirent offers professional, on-site training with a customized curriculum. Whatever the need—a refresher course, new team member training, or advanced requirements to support—our team of experts are available to help.

MULTIPLE SYSTEM SUPPORT

We offer company-wide or site-wide service support for customers with multiple systems.

Contact us today to discuss your needs.



Spirent's Customer Service Center website, <http://support.spirentcom.com>, contains software updates, product documentation, user manuals, trouble-shooting guides, service request status, scenario generation tools, and more

Product specification is available on request.

Performance figures and data in this document are typical and must be specifically confirmed in writing by Spirent Communications plc before they become applicable to any particular order or contract.

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For current product data, visit the Spirent websites at www.spirentfederal.com or www.spirent.com.

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