

AviatCare Protect and Maintain Services

Whether you need support for product that has been in operation for years, or you are migrating to the latest IP technology, Aviat Networks can provide a broad range of Maintenance and Support Services focused on ensuring that you are getting the most from your investment - today and into the future.

AVIATCARE



Aviat Networks offers industry-leading maintenance and support services which are focused on optimizing the investments you have made in your network infrastructure. From Extended Warranty to the full outsourcing of your network support infrastructure, Aviat Networks offers you a proven history in delivering a quality solution at a cost effective price. Within AviatCare, the two fundamental service offerings are the AviatCare Protect and AviatCare Maintain service portfolios.

AVIATCARE PROTECT



Our Aviat Protect portfolio is focused on customers who need basic maintenance services to support their network. Generally, this encompasses the key areas of repair of products, software maintenance and technical support from our experts when needed. We offer the following levels of support in this portfolio.

Extended Warranty

We offer customers the opportunity to extend the warranty support offered at the time of purchase. This service is "ideal" for customers looking for continued protection of their investment that ensures that units will be repaired when you need them without the administrative hassles of individual PO's.

In addition, as with any of the AviatCare support packages, you will get prioritized access to our Technical Support teams. Given the reliability and stability of our products many customers find this support level is all they need.

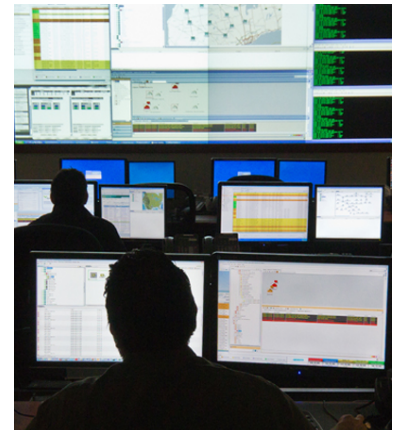
WarrantyPlus

For customers who need more specialized or enhanced support services Aviat Networks offers the premium WarrantyPlus service portfolio. This includes 24x7 Technical Support access, Software Maintenance and Support, Advanced Replacement, and Repair Logistics services.

We know many of our customers need more than the basics, yet still need cost effective services that help them reduce their overall operational expenses. With this set of services, Aviat Networks can offer that combination of quality of service plus value that you need to ensure the operational effectiveness of your network investment.

Software Support Program

Following the Standard Software Warranty period, Customer's must purchase one of the Software Support service levels (Plus, Preferred, Premium) in order to get access to technical support and software Updates (maintenance releases) or Upgrades (next main release) for their software integrated with the Aviat products.



Key Benefits of AviatCare

- **Simplified, single contract:**
 - Unlimited repair and return support
 - Priority support and open access to our Technical Assistance Center
- **Reduced administrative financial processing - a single PO vs. multiple, per event POs**
- **Simplified planning and budgeting - Contracted single or multi-year pricing, with discounts available**
- **Convenient, reliable access to:**
 - AviatCare Online Web Portal to get current information on TAC cases, RMAs and contracts
 - Rapid access to online Technical Support Knowledge Base, documentation and FAQs, software downloads
- **Access to variety of enhanced services, including:**
 - Comprehensive logistics
 - Advance replacements
 - Corrective maintenance
 - Onsite preventative maintenance
 - Spares Management

AVIATCARE MAINTAIN



Aviat Networks understands that we have a broad base of customers with different cost drivers, operational priorities, and critical success factors. To support these varied levels of customer requirements we have a range of support offerings that address the needs of our global customers.

The AviatCare Maintain portfolio of services is the most expansive suite of services focused on assisting a customer maintain their network at its peak performance levels. These services go beyond the reactive services of Repair and Technical Support that primarily make up our AviatCare Protect portfolio. You will find in this portfolio a range of more proactive and preventative-based service offerings which build on and enhance the services outlined under our AviatCare Protect portfolio.

These services include Software Installation, Performance Management, Performance Optimization & Consulting, Managed Network Services including remote network monitoring, Preventative and Corrective Maintenance, and Spares Parts Management. When you combine this suite of services with the services we offer under our AviatCare Protect portfolio you can rest assured that your network will be running at its best for years to come.

OUR COMMITMENT - UNPARALLELED EXPERIENCE IN INDUSTRY

AviatCare Maintenance & Support Agreements are designed to offer flexible network support solutions that minimize the risk of downtime, improve network performance, and provide our customers peace of mind. AviatCare provides a level of protection to your investment in our products that is unparalleled. We can tailor a support package that addresses your operational requirements, performance commitments, and budgetary constraints.

Our broad array of offerings from standard Technical Assistance to the advanced Managed Service capabilities is unparalleled in the industry. With nearly 50 years of supporting our customers, our commitment has always been and continues to be to deliver the highest level of professional maintenance and support services for your data, voice and mobility networks.

THE RIGHT SOLUTION FOR YOU, YOUR BUDGET, YOUR OPERATION

Whether you are seeking an enhanced level of coverage for your in-warranty equipment or need to ensure that your upcoming out-of-warranty equipment has uninterrupted support, Aviat Networks can tailor a solution that meets your support and budgetary requirements. Our goal is to provide premier service and unsurpassed expertise to our customers from warranty to one of the AviatCare offerings.

AVIATCARE CUSTOMER COMMITMENT

You and your network deserve the best, including the best, most comprehensive support available, which is what your support agreement for AviatCare provides.

Our pledge is to deliver best-in-class services for your peace of mind that your network is securely backed 24x7—wherever in the world you or your network operates.

This local presence ensures that we will be able to provide support to you quickly and efficiently, helping with secure, reliable support for your mission critical services



		AVIATCARE PROTECT				AVIATCARE MAINTAIN
Description of Service	Basic Warranty	Extended Warranty	WarrantyPlus	Provision Support	Software Support	Advanced Maintenance Services
Remote Technical Assistance (8x5)	Included			Included	Included	
Standard Repair Services	Included	Included	Included			
Remote Technical Assistance (24x7)		Included	Included	Included	Available	
Repair Logistics Services			Included			
Advanced Replacement Service			Included			
Software Maintenance Updates				Included	Included	
Software Upgrades				Included	Available	
Software Installation & Optimization				Available	Available	Available
Remote Surveillance						Available
Preventative Maintenance						Available
Corrective Maintenance						Available
Network Optimization						Available
Network Health Assessment						Available
Spares Parts Management						Available
Spares Parts Management (Customer owned)						Available

SUPPORT FOR NON-AVIATCARE CUSTOMERS

For customers who do not require the committed level of support available under an AviatCare Support Agreement, they can still achieve peace of mind through our Per Event support. Through this channel, both Technical Support and Repair Support are available.

- Flexibility to purchase support services only when needed
- Per Event Services available include Technical support, Repair & Return and onsite support; POs must be submitted in advance of service delivery

For more information on AviatCare, visit <http://support.aviatnetworks.com/>



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