

Advantage Service Option / EMEA Availability Matrix

	Basic On-Site Install	EF & I	Extended Warranty	Basic	Premium	Standard	Priority	Comprehensive 4 Hour	Comprehensive 2 Hour	Advantage Plus
Coverage	8 X 5	8 X 5	8X5	8X5	24X7	8X5	8X5	24X7	24X7	24X7
Phone Response	N/A	N/A	Best Effort	Priority	Priority	Priority	Priority	Priority	Priority	Priority
Service Delivery	Svc. Partner	Svc. Partner	TAC	TAC	TAC	TAC	TAC	TAC	TAC	MASG
Software Coverage	N/A	N/A	S/W Patches	S/W P/I/U	S/W P/I/U	S/W P/I/U	S/W P/I/U	S/W P/I/U	S/W P/I/U	S/W P/I/U
Hardware Coverage	N/A	N/A	Next Day H/W	Next Day H/W	Next Day H/W	Next day H/W	Same Day H/W	Same Day H/W	Same Day H/W	
On-Site Response	N/A	N/A				Next Day On-Site	4 Hour On-Site	4 Hour On-Site	2 Hour On-Site	
Pipeline Family			◆	◆	◆					◆
Multiband Family			◆	◆	◆					◆
MAX Family	◆	◆	◆	◆	◆	◆	◆			◆
TNT	◆	◆	◆	◆	◆	◆	◆	◆		◆
GRF	◆	◆	◆	◆	◆	◆	◆	◆		◆
STDx	◆	◆	◆		◆	◆		◆		◆
B-STDx	◆	◆	◆		◆	◆		◆		◆
CBX-500	◆	◆	◆		◆	◆		◆		◆
SA100	◆	◆	◆		◆	◆		◆		◆
SA600	◆	◆	◆		◆	◆		◆		◆
SA1200	◆	◆	◆		◆	◆		◆		◆
Products	Installation		Remote Support			On-Site Maintenance				Major Accounts