

PLUS™ Support Plans

Bronze, Silver, and Gold



Accelerating Your Success

PLUS support plans streamline repair, calibration, and loaner processes making support costs predictable and cost-effective while greatly alleviating your administrative burden. JDSU support plans provide peace of mind knowing that your hardware investment is well protected and that your equipment is available, functional, and up to date.

JDSU understands that your support needs vary; therefore, JDSU will work with you to find the right hardware service support plan to fit your needs. Our Bronze, Silver, and Gold support plans provide various levels of support for repairs, calibration, express loaner, advanced replacement, technical assistance, and product training.

JDSU has more than 75 years of experience as a worldwide test and measurement supplier enabling us to understand your testing needs as well as the technical and operational requirements for supporting your equipment. Our unique perspective went into developing these support plans that are tailored to our products and your needs with a goal of maximizing the return on *your* investment.

JDSU maintains service centers of excellence throughout the world to rapidly and effectively service equipment for our global customer base. These centers can process thousands of pieces of equipment each month that encompass a variety of sophisticated test equipment and instruments. This core competency JDSU offers in conjunction with our nationwide partners ensures coverage of your entire installed base of test equipment and provides you with the highest quality of service.

Support tailored to your needs:

- Reduces support and maintenance costs
- Avoids unexpected expenses
- Alleviates burdens of support administration
- Extends equipment life

PLUS Bronze

- Product repairs, including updates of all proprietary engineering changes
- Priority service for all transactions
- Technical Assistance Center, TL9000 process-compliant technical support

PLUS Silver

- Product repairs including updates of all proprietary engineering changes
- Product calibrations
- Priority service for all transactions
- Technical Assistance Center, TL9000 process-compliant technical support

PLUS Gold*

Tailor your support plan to include the combination of services you need from the list below:

- Product repairs (fault or no fault) including updates of all proprietary engineering changes
- Priority service for all transactions
- Standard or extended-hour Technical Assistance Center benefits
- Product, application, and technology training
- Express loaner
- Basic and/or advanced custom training

PLUS Consulting

Experts helping you make the right business and technology decisions

PLUS Custom

Solutions combining advanced customization and integration to optimize your operations

PLUS Managed

Burden-free managed options reducing infrastructure and OpEx costs

PLUS Deployment and Support

Comprehensive standard services to ensure commissioning, availability, functionality, and understanding of the JDSU portfolio

	Technical Support	Priority Service	Extended Warranty/Factory Repairs	Training	Calibration	Extended Warranty/Repairs No Fault	Hardware Express Loaner	Premium Technical Assistance Center
Bronze	✓	✓	✓					
Silver	✓	✓	✓		✓			
Gold*	✓	✓	✓	<i>Customized from standard menu of services</i>				

* Gold Support Plan coverage is only available on certain instruments. Please contact JDSU for further details.

