



Maintenance and Support

To ensure optimum performance for your Kongsberg Spacetec provided products, we offer a comprehensive Maintenance and Support program. This program offers Operational Support, Hardware Maintenance, Software Maintenance and a Time and Material Service, and is available in three service levels based on the customer's requirements for response time.

As a Kongsberg Spacetec customer, you will have reliable and up-to-date systems, performing according to your expectations. Kongsberg Spacetec's Maintenance and Support program maintains high availability for your system.

	Standard Level	Professional Level
Ser v i c e s	Software Maintenance Annual Software update. Access to Emergency patches. High severity problems corrected, low an medium severity problems corrected in next release Response time: 10 working days	Software Maintenance Free Software upgrade. Access to Emergency patches and intermediate releases. All software anomalies corrected upon accepted Software Problem Report. Response time: 1 working day
	Hardware Maintenance Hardware maintenance. Defect item returned to KSPT, repaired or replaced before returned to customer. Replacement: upon receipt of defect item + four weeks	Hardware Maintenance Hardware maintenance. Spare parts available. Item shipped upon customer request. Defect item returned to KSPT. Replacement: spare parts in stock, shipped at request
	Operational Support Support web support. Help and advice on operational and technical issues. Subscription to news and discussion forums. Response time: 5 working days	Operational Support Phone / fax / web / email support. Direct expert access in critical cases. Help and advice on operational and technical issues. Subscription to news and discussion forums. Response time: 4 working hours
	Time & Material Customer requested maintenance and engineering services. Time & Material expenses invoiced. If agreed, start-up no later than Customer request + one month	Time & Material Customer requested maintenance and engineering services. Time & Material expenses invoiced. If agreed, start-up no later than Customer request + one week
	On-site Maintenance On-site preventive maintenance on identified hardware and/or software. Service report with recommendations. Time & Material expenses invoiced. According to agreement	On-site Maintenance On-site preventive maintenance on identified hardware and/or software. Service report with recommendations. Time & Material expenses invoiced. According to agreement

Response time: is the time frame between the receipt of a customer request and the start of follow-up activity by KSPT personnel
Services: different services sold separately
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Note:
 MEOS is a registered trademark of Kongsberg Spacetec AS.
 Specifications are subject to change without notice.

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