

ICT Max – Onsite Hardware Support Services

Support Service Type	ICT Max – Onsite Hardware Support Services			
Sibel SPN	R-9BC-611, R-9BC-621, R-9BC-631, R-9BC-641, R-9BC-651, R-9BC-661, R-9BC-671, R-9BC-681	R-9BC-612, R-9BC-622, R-9BC-632, R-9BC-642, R-9BC-652, R-9BC-662, R-9BC-672, R-9BC-682	R-9BC-613, R-9BC-623, R-9BC-633, R-9BC-643, R-9BC-653, R-9BC-663, R-9BC-673, R-9BC-683	R-9BC-614, R-9BC-624, R-9BC-634, R-9BC-644, R-9BC-654, R-9BC-664, R-9BC-674, R-9BC-684
Keysight Exhibit	S0057			
Description	ICT Max – 8 x 5 Onsite Next Day Support ¹	ICT Max – 12 x 5 Onsite Same Day Support ¹	ICT Max – 24 x 7 Onsite Same Day Support ¹	ICT Max – 8 x 5 Onsite 3 Day Response ¹
Customer's responsibility	Customer support technician or test engineer who calls Keysight for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Keysight support engineer can diagnose fault and Keysight qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Keysight's ability to fix the system in a timely manner.			
Onsite Support Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, Next Business Day	12 x 5, within 4 coverage hours (7am to 7pm customer local time)	24 x 7, within 4 hours	8 x 5, within 3 Business Day
Yearly Account Management Review	Includes a site review of system configurations, support and upgrade recommendations (may be completed over the phone or in person).			
Telephone Assistance and Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, 2 coverage hours telephone call back	12 x 5, 2 coverage hours telephone call back	24 x 7 Telephone or Web login, 2 hours telephone call back	8 x 5, 2 coverage hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Keysight holidays	Mon to Fri, Business days, no local Keysight holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Keysight holidays
Part coverage	The complete supportable system and PC controller is obsolescence protected. If a support part is not available to repair an obsoleted PC controller, a newer PC controller drop in replacement will be used.			
Parts turn-around time	Next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.	Majority of parts stocked locally (four hours response 90% of the time). Parts for discontinued systems will have a longer expected response time.		3 days part delivery.
Consumables and accessories parts	Included			
Preventive Maintenance: includes C/D, vacuum, Mint pin check	Included, one for each 6-month contract, mutually agreed upon schedule.			
System and ASRU Calibration license-to-use and onsite service	Onsite system calibration service included (performed at the same time as PM, one for each 6-month contract).			
Software Update Subscription	Included, for test head system only			
Software Update Installation	No, installed by customer			

¹ Not applicable to all locations. Please check with your local Keysight offices for more information

Information contained in this document is subject to changes

ICT Max – Cooperative Hardware Support Services

Support Service Type	ICT Max – Cooperative Hardware Support Services	
Sibel SPN	R-9BW-611, R-9BW-621, R-9BW-631, R-9BW-641, R-9BW-651, R-9BW-661, R-9BW-671, R-9BW-681	R-9BW-612, R-9BW-622, R-9BW-632, R-9BW-642, R-9BW-652, R-9BW-662, R-9BW-672, R-9BW-682
Keysight Exhibit	S0015	
Description	ICT Max – 8 x 5 Cooperative Support with parts, 8x5 phone response	ICT Max – 8 x 5 Cooperative Support with parts, 24x7 phone response
Customer's responsibility	Customer support technician or test engineer who calls Keysight for assistance must have received the three-day maintenance training class or equivalent. This technician is responsible for running confirmation/ diagnostics, replacing C/D diagnosed assemblies (Level 1 and 2 support kit PCBAs and MPU. Some customers may require help replacing level 3 support kit parts such as a system card or mother card). This technician is responsible for performing six-month preventive maintenance including ASRU adjust. Spare parts kits are highly recommended to minimize down time. Customer is responsible for returning failed exchange parts back to Keysight. Keysight reserves the right to charge the customer for those parts not returned. If the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.	
Onsite Support Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, Next business day, for repair services that require onsite Keysight resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Keysight.	
Yearly Account Management Review	Includes a site review of system configurations, support and upgrade recommendations (may be completed over the phone or in person).	
Telephone Assistance and Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, 2 coverage hours telephone call back	24 x 7 Telephone or Web login, 2 hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Keysight holidays	Mon to Sun, 365 days per year
Part coverage	The complete supportable system and PC controller is obsolescence protected. If a support part is not available to repair an obsoleted PC controller, a newer PC controller drop in replacement will be used.	
Parts turn-around time	Next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.	
Consumables and accessories parts	Included	
Preventive Maintenance: includes C/D, vacuum, Mint pin check	Included, one for each 6-month contract, mutually agreed upon schedule.	
System and ASRU Calibration license-to-use and onsite service	Onsite system calibration service included (performed at the same time as PM, one for each 6-month contract).	
Software Update Subscription	Included, for test head system only	
Software Update Installation	No, installed by customer	

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ICT Flex – Onsite Hardware Support Services

Support Service Type	ICT Flex – Onsite Hardware Support Services			
Sibel SPN	R-9BC-601	R-9BC-602	R-9BC-603	R-9BC-604
Keysight Exhibit	S0057			
Description	ICT Flex – 8 x 5 Onsite Next Day Support ¹	ICT Flex – 12 x 5 Onsite Same Day Support ¹	ICT Flex – 24 x 7 Onsite Same Day Support ¹	ICT Flex – 8 x 5 Onsite 3 Day Response ¹
Customer's responsibility	Customer support technician or test engineer who calls Keysight for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Keysight support engineer can diagnose fault and Keysight qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Keysight's ability to fix the system in a timely manner.			
Onsite Support Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, Next Business Day	12 x 5, within 4 coverage hours (7am to 7pm customer local time)	24 x 7, within 4 hours	8 x 5, within 3 Business Day
Yearly Account Management Review	Includes a site review of system configurations, support and upgrade recommendations (may be completed over the phone or in person).			
Telephone Assistance and Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, 2 coverage hours telephone call back	12 x 5, 2 coverage hours telephone call back	24 x 7 Telephone or Web login, 2 hours telephone call back	8 x 5, 2 coverage hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Keysight holidays	Mon to Fri, Business days, no local Keysight holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Keysight holidays
Part coverage	For supportable product only. The PC controller is included as part of test head and is obsolescence protected. If a support part is not available to repair an obsoleted PC controller a newer PC controller drop in replacement will be used.			
Parts turn-around time	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.	Included, majority of parts stocked locally (four hours response 90% of the time). Parts for discontinued systems will have a longer expected response time.		Included, 3 days part delivery.
Consumables and accessories parts	No			
Preventive Maintenance: includes C/D, vacuum, Mint pin check	Two per year included (upon mutually agreed upon schedule). Customer can augment preventive maintenance provided with onsite contract by purchasing a separate NIST cal contract. (During the final year, PM & NIST cal is provided as part of the warranty service)			
System and ASRU Calibration license-to-use and onsite service	System Calibration software license-to-use included. Customer can perform their own calibration or engage Keysight for onsite calibration service.			
Software Update Subscription	No			
Software Update Installation	No			

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ICT Flex – Cooperative Hardware Support Services

Support Service Type	ICT Flex – Cooperative Hardware Support Services			
Sibel SPN	R-9BW-601	R-9BW-602	R-9BW-603	R-9BW-604
Keysight Exhibit	S0015		S0049	
Description	ICT Flex – 8x5 Cooperative Support with parts, 8x5 phone response	ICT Flex – 8x5 Cooperative Support with parts, 24x7 phone response ¹	ICT Flex – Cooperative Value Support with parts, 8x5 phone response (Customer must be qualified for this support contract)	ICT Flex – Cooperative Value Support with parts, 24x7 phone response ¹ (Customer must be qualified for this support contract)
Customer's responsibility	Customer support technician or test engineer who calls Keysight for assistance must have received the three-day maintenance training class or equivalent. This technician is responsible for running confirmation/diagnostics, replacing C/D diagnosed assemblies (Level 1 and 2 support kit PCBAs and MPU. Some customers may require help replacing level 3 support kit parts such as a system card or mother card). This technician is responsible for performing 6-month preventive maintenance including ASRU adjust. Spare parts kits are highly recommended to minimize down time. Customer is responsible for returning failed exchange parts back to Keysight. Keysight reserves the right to charge the customer for those parts not returned. If the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.		Customer support technician or test engineer who calls Keysight for assistance must be fully maintenance trained. Customer provides all support labor (or Keysight provided resident professional via additional contract component) including confirmation/diagnostics, all repairs and 6-month preventive maintenance including ASRU adjust. Spare parts kits highly recommended to minimize down time. Customer is responsible for returning failed parts back to Keysight. Keysight reserves the right to charge the customer for those parts not returned. If the above stated responsibilities are not met, you (the customer) may be asked by your account manager to modify your support contract accordingly.	
Onsite Support Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8x5, Next business day, for repair services that require onsite Keysight resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Keysight.		None provided, extra charge for repair services that require Keysight onsite resource. 8x5, Next Business Day response	
Yearly Account Management Review	Includes a site review of system configurations, support and upgrade recommendations (may be completed over the phone).			
Telephone Assistance and Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, 2 coverage hours telephone call back	24 x 7 Telephone or Web login, 2 hours telephone call back	8 x 5, 2 coverage hours telephone call back	24 x 7 Telephone or Web login, 2 hours telephone call back
Telephone coverage days	Mon to Fri, Business days, no local Keysight holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Keysight holidays	Mon to Sun, 365 days per year
Part coverage	For supportable product only. The PC controller is included as part of test head and is obsolescence protected. If a support part is not available to repair an obsoleted PC controller a newer PC controller drop in replacement will be used.			
Parts turn-around time	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.			
Consumables and accessories parts	No			
Preventive Maintenance: includes C/D, vacuum, Mint pin check	No, except during first year warranty. Customer is responsible for providing two PMs per year.			

System and ASRU Calibration license-to-use and onsite service	System Calibration software license-to-use included. Customer can perform their own calibration or engage Keysight for onsite calibration service.
Software Update Subscription	No
Software Update Installation	No

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ICT Flex – Calibration Services

Support Service Type	Calibration Services			
Sibel SPN	R-9AS-601	R-9AS-603	R-9AS-602	R-9AS-604
Keysight Exhibit	S0030			
Description	Keysight Accredited (NIST) Calibration Service, 2x per year	Keysight Accredited (NIST) Calibration Service, 1x per year	ASRU Calibration Service, 2x per year	ASRU Calibration Service, 1x per year
Customer's responsibility	Customer must also have a support contract for the system that is to be calibrated. At least the test head is covered under a hardware support contract which will provides the System Calibration License.		Customer must also have a support contract for the system that is to be calibrated.	
Onsite Support Response Time (8x5 Coverage = customer local time – 9am to 5pm)	Yes, mutually agreed upon schedule.			
Yearly Account Management Review	Not applicable			
Telephone Assistance and Response Time (8x5 Coverage = customer local time – 9am to 5pm)	Not applicable			
Telephone coverage days	Mon to Fri, Business days, no local Keysight holidays.			
Part coverage	No			
Parts turn-around time	Not applicable			
Consumables and accessories parts	No			
Preventive Maintenance: includes C/D, vacuum, Mint pin check	Included, on mutually agreed upon schedule together with onsite calibration service.			
System and ASRU Calibration license-to-use and onsite service	Onsite system calibration service (includes measurement report, and calibration certificate).		Onsite ASRU calibration service (calibration certificate only upon request).	
Software Update Subscription	No			
Software Update Installation	No			

ICT Flex – Custom Support Services

Support Service Type	ICT Flex – Custom Support Services		
Sibel SPN	R-9CU-CON	R-9CU-EOS	R-9CU-UPG
Keysight Exhibit	S0015		
Description	ICT Flex – Consumable Parts and Accessories Replacement, 8x5 phone response	ICT Flex – Extended Support for Post EOS, 8x5 phone response	ICT Flex – Upgrade Support, 8x5 phone response
Customer's responsibility	Customer support technician or test engineer who calls Keysight for assistance should be able to run confirmation/diagnostics and discuss results on the phone so that Keysight support engineer can diagnose fault and Keysight qualified engineer can arrive with appropriate part in hand for onsite repair. If the customer cannot run confirmation/diagnostics then it will negatively impact Keysight's ability to fix the system in a timely manner.		
Onsite Support Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8x5, Next business day, for repair services that require onsite Keysight resource. Repair services that require onsite resource include hardware failure types other than those listed in the customer responsibility section but only if requested by customer or recommended by Keysight.		
Yearly Account Management Review	Includes a site review of system configurations, support and upgrade recommendations (may be completed over the phone).		
Telephone Assistance and Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, 2 coverage hours telephone call back		
Telephone coverage days	Mon to Fri, Business days, no local Keysight holidays		
Part coverage	For consumables parts and accessories replacement due to normal wear and tear and normal electrical defects only.	For product that have reached its support life only. Parts may be an equivalent replacement.	For product that have a newer equivalent only. Parts replacement may not be 100% backward compatible..
Parts turn-around time	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have a longer expected response time.		
Consumables and accessories parts	Yes	No	
Preventive Maintenance: includes C/D, vacuum, Mint pin check	No		
System and ASRU Calibration license-to-use and onsite service	No		
Software Update Subscription	No		
Software Update Installation	No		

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Other Services

Support Service Type	Software Support Services	Service Volume Agreement	Trade Services
Sibel SPN	R-9UH-6A1 (Mux system) R-9UH-6A3 (unMux system) R-9UH3070TD	R1996A	N/A
Keysight Exhibit	S0055	S0060	Keysight Service Terms
Description	Response Center Support & Software Update Subscription	Service Volume Agreement Level 1, invoice per incident Level 2, invoice monthly	Time and Material (per incident repair service or PM)
Customer's responsibility	Customer test engineer or support technician who calls Keysight for help must have attended Users training (or equivalent experience) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back. Customer is responsible for installing the software.	Customer support technician or test engineer who calls for help should be able to run Confirmation/Diagnostics and discuss results on the phone so that Tier 2 can diagnose fault and CE arrives with appropriate part in hand for onsite time & material repair.	
Onsite Support Response Time (8x5 Coverage = customer local time – 9am to 5pm)	When Critical upon Keysight's determination. For application issues onsite service provided by local applications engineer at an extra charge, if available.	Charged by the hour for travel and repair, provided parts are available, within 3 days. Extra charges are applicable for faster response.	
Yearly Account Management Review	No	Yes	No
Telephone Assistance and Response Time (8x5 Coverage = customer local time – 9am to 5pm)	8 x 5, 4 coverage hours telephone call back		
Telephone coverage days	Mon to Fri, Business days, no local Keysight holidays		
Part coverage	No	Included (at list price plus local duties and taxes)	
Parts turn-around time	No	Next business day after sign back quotation.	In 3 business day after PO acceptance
Consumables and accessories parts	No	Included (at list price plus local duties and taxes)	
Preventive Maintenance: includes C/D, vacuum, Mint pin check	No	Customer is responsible for providing two per year or as a time and material service.	
System and ASRU Calibration license-to-use and onsite service	No		
Software Update Subscription	Included	No	
Software Update Installation	No, installed by customer	No	

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