

Standard Service Level Agreements (SLA)

	Standard Care	Active Care	Performance Care
Customer Support			
Call Center 24/7	✓	✓ (call back same business day)	✓ (call back same day)
Collaborative Web platform (COL)	✓	✓	✓
Assigned Customer Care Manager	✓	✓	✓
Remote Technical Assistance		✓	✓
Maintenance Services			
Repair	✓ (30 days)	✓ (30 days)	✓ (30 days)
Obsolescence tracking and information	✓	✓	✓
Consumables delivery (OLM annual set)		✓	✓
Yearly on-site control and preventive maintenance (OLM)		✓	✓
On site maintenance (ILM/DLM)		✓	✓
Advance Exchange			✓
Advanced Services			
Yearly refresh Training		✓	✓
Software up-grade			✓ (1/year)
Fleet management (SmartFleet)			✓

Remarks:

- Other type of SLA available if you have your own test benches
- For used equipment, preventive and repair maintenance is mandatory prior to SLA contract
- For on-site support travels and accommodation are not included and will be charged at cost

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