

# VIAVI Field Service Repair

## On-site field service repair standard offering for Enterprise & Cloud Gen4 Observer Platform

VIAVI Solutions offers on-site field service repair as the standard offering for VIAVI Gen4 Observer platform appliances. On-site service saves customers time and speeds repairs by eliminating packaging and transit times required in depot service offerings. Field service repair simplifies the repair process for our customers worldwide.

- Standard offering for all Gen4 GigaStor (incl. Portables), GigaFlow, ObserverONE and Apex appliances.
- On-site Repair Service is not available for Gen3 GigaStor Portable and Gen2 Observer appliances. GigaStor Portable and Gen2 Observer appliances will be repaired using the standard depot service and RMA process via the VIAVI Service Centers.

### Key Benefits

- On-site field service repair speeds repair time by eliminating round-trip packaging and depot service transit time
- Next business day on-site service in North America & European Union
- Global on-site service in 100+ countries
- Standard offering for VIAVI Gen4 Observer platform

### VIAVI Field Service Repair include:

- Global On-site repair service in 100+ countries by highly-trained and certified technical service professionals.
- Next business day repair service in North America and European Union. Next business day available for issues reported by 12:00 PM Eastern for NA & 12:00 PM GMT+2 for EU.

Only VIAVI and select authorized service partners are certified to repair VIAVI appliances.

- On-site repair service times for regions outside of NA & EU are contingent on repair parts shipping times from Atlanta, GA USA & Amsterdam, Netherlands distribution centers.