

Qg 2 Software Maintenance Plans



VIAVI offers Software Maintenance Plans for the Qg 2 product line. The Software Maintenance Plans extend software support and services beyond the life of the standard 1-year warranty.

The Qg 2 Software Maintenance Plans extend the support provided by the standard 1-year warranty. The Software Maintenance Agreements provide extended coverage for software maintenance, technical support, and hardware troubleshooting services.

Key Features of Technical Support Services:

- Case management of Problem Reports from initiation to closure
- Remote problem diagnostics, troubleshooting and repair via telephone, web site, and/or remote access
- Software troubleshooting and updates as needed
- Hardware troubleshooting up to isolation of faulty hardware; support after troubleshooting has isolated an issue as a hardware fault

Key Features of Software Update Subscription Services:

- Functionality enhancements and performance improvements for software capabilities and options that VIAVI has licensed the Customer
- Formal Defect fixes as required to resolve operational defects in the software
- Documentation detailing Software Update functionalities and the impact on customer systems

For a detailed copy of the Software Maintenance and Support Services, please visit:

viavisolutions.com/maintenance-and-support-services-standard

Key Benefits

- Extend the life of your Qg 2
- Improve software performance to keep your Qg 2 operating at optimal levels
- Problem report escalation management
- Continued support for hardware and software troubleshooting



**Extended
Warranty
Plans**

Qg 2 Software Maintenance Plans

VIAMI offers 1, 2, or 3-year Software Maintenance Plans for the Qg 2. Software Maintenance Plans are offered at a discount (POS plans) when purchased in combination with a new Qg 2 unit.

Plan Part Number	Plan Description
100-301-01	Qg 2 Software Maintenance and Support - 1 Year
100-300-01	Qg 2 Software Maintenance and Support - 1 Year POS
100-301-02	Qg 2 Software Maintenance and Support - 2 Years
100-300-02	Qg 2 Software Maintenance and Support - 2 Years POS
100-301-03	Qg 2 Software Maintenance and Support - 3 Years
100-300-03	Qg 2 Software Maintenance and Support - 3 Years POS



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