



System & Support Services

Warranty Support (Hardware)

Paid Repairs

Maintenance Programs

Training Programs

Onsite Support

24-Hr. Support

Applications Development

Systems Installation & Integration



9020 Balboa Ave
San Diego, CA 92123

Phone: 858-694-7977

Or toll free 800-351-8482, #2



1516 Grundy's Lane
Bristol, PA 19007

Phone: 267-545-7081

Support.TRF@L-3com.com

Product Maintenance Programs

L-3 Telemetry and RF Products (L-3 T&RF) Maintenance programs are designed to provide customers with comprehensive and responsive support after product delivery. This program is the mechanism by which end-customers can take advantage of L-3 T&RF's evolving products as well as the evolution of other products in the marketplace.

OVERVIEW

L-3 T&RF offers four types of Maintenance Programs to established customers as described below.

- **Software Support:** A Software Support Contract provides Customer Support, Fixes for Software and/or Documentation Defects and Software upgrades.
- **VME Basic:** The VME Basic Maintenance Contract provides Customer Support for hardware questions and repairs on Avalon or 550 systems. This contract does not include software support.
- **VME Full Service:** A VME Full Service Maintenance Contract provides Customer Support, Fixes for Software and/or Documentation Defects, Software Upgrades, and Priority Replacement and Repair, under a single contract on Avalon or 550 systems.
- **MFT Maintenance:** Provides a repair/replacement (at L-3 discretion) of a failed MFT733, MFT800 or MFT1000.

CUSTOMER SUPPORT

Throughout the maintenance period, L-3 T&RF will provide Customer Support either by telephone or via electronic mail. Customer telephone support will be offered during L-3 T&RF's normal office hours.

Telephone and e-mail support requests will be acknowledged within one L-3 T&RF normal working day of receipt. Additional support outside of L-3 T&RF's normal hours can be arranged if necessary and a price quoted separately from this offering.

FIXES FOR SOFTWARE AND/OR DOCUMENTATION DEFECTS

L-3 T&RF's software support program addresses any software or documentation defects found while a customer remains current in the maintenance program. L-3 T&RF documents the nature of the defect in detail, and jointly determines its criticality with the customer. Issues across the customer base are prioritized and addressed in order of criticality.

SOFTWARE UPGRADES

L-3 T&RF generally plans major releases every 3-5 years for its products, minor releases every 9-18 months and patches / hot fixes as needed. Upon request of the customer, L-3 T&RF will provide the latest version of the software and deliver it with associated documentation. L-3 T&RF recommends customers take advantage of these upgrades on a regular basis in order to benefit from the latest available features and fixes and welcomes customer input on new feature, enhancement and product ideas.

PRIORITY SUPPORT

On-site, after hours, block hours and priority support (out of cycle patches) can be quoted as needed. Priority Hardware Replacement and Repair (VME Full Service Contract only) L-3 T&RF maintains an extensive inventory of assemblies for replacement purposes. If a hardware module fails, a replacement part is sent to the supported site while the faulty module is being sent back to L-3 T&RF (previously known as Advanced Turn-Around). In the event a part is not available in customer support inventory, L-3 T&RF will provide priority repair with a target of 5 working days of receipt of module.

Maintenance Program

MODEL	DESCRIPTION
VME-BASIC	VME Basic Support Plan (Return to Factory), per unit / year
VME-FULL-SYS	VME Full Service Support Plan (Hardware & Software)
MFT-HW	MFT Maintenance Program
SW-SUP-VISTA	Software Support, Vista Server
SW-SUP-VISTACLT	Software Support, Vista Client
SW-SUP-VTS	Software Support, Visual Test System
SW-SUP-PROSP	Software Support, Prospector
SW-SUP-INCSERV	Software Support, InControl Server
SW-SUP-INCBSRV	Software Support, Backup InControl Server
SW-SUP-INCCIENT	Software Support, InControl Client
OOC-INSP	Out of Coverage Inspection Fee



Training Programs

At L-3 T&RF, we offer a full range of training programs designed to show operators, programmers, project engineers, and system administrators how to maximize their productivity and optimize system performance. Every class we teach and every program we customize can be presented at our training facilities or directly at your site. So whether you have a new system, new additions to your team, or just want to master the skills necessary to unleash the full potential of the most powerful telemetry systems on the market.

GENERAL INFORMATION

Each course is designed to instruct operators, programmers, and/or project engineers on how to maximize the features and capabilities of L-3 T&RF products and systems.

EXPERT INSTRUCTORS

All courses are taught by professional Applications Engineers with real-world experience.

FLEXIBLE LOCATIONS

Courses are taught at our plant in San Diego, California, or on-site classes may be arranged. Since on-site special training classes are scheduled on the basis of instructor availability, we recommend a minimum of 30 days' advance notice. For on-site training, the instructor's travel and equipment expenses are added to tuition (minimum of 6 students). Call us for a price quote.

COMPREHENSIVE COURSE MATERIALS

All certified training courses provide a set of training documentation for that product, including outlines and laboratory exercises as appropriate.

TRAINING EQUIPMENT

Every effort is made to maintain a low student-to-equipment ratio. When a course is taught on-site, it is also advantageous to maintain that same ratio. If there is insufficient equipment available at the site, L-3 T&RF may be able to provide the additional equipment needed for an additional fee.

CUSTOM APPLICATIONS

For more specialized hands-on training and advanced applications assistance, L-3 T&RF can provide applications support for special program needs. Call for a price quote.

Course Number	Course Title	# of Days
VISTA-OPS	Vista User Training	5
VISTA-PROG	Vista Applications Programming Interface and Algorithm Development	3
VISTA-SAM	Vista System Administration and Maintenance	2
VTS TRN	Visual Test System Operation & Maintenance	2
INC-ORS	InControl Operator Training	5
INC-SAM	InControl System Administration & Maintenance	3
INC-PROG	InControl Programmers Course	2

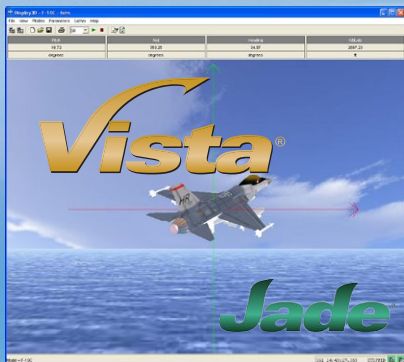


TELEMETRY & RF PRODUCTS

L-3 Telemetry & RF Products is a full-service manufacturer of state-of-the-art communication and telemetry solutions for space, airborne, terrestrial and maritime applications.

Our integrated solutions combine latest-generation technologies and proven processes for defense, intelligence and government agencies, as well as international and commercial organizations.

We partner with customers, industry and academia to develop innovations that reduce costs and improve performance.



Telemetry & RF Products

9020 Balboa Avenue	1515 Grundy's Lane
San Diego, CA 92123-3507	Bristol, PA 19007
Tel: 858.694.7500 800.351.8483	Tel: 267.545.7000
Fax: 858.279.0693	Fax: 267.545.0100
Email: Sales.TRF@L-3com.com	

www.L-3com.com/TRF

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