



L-3 Telemetry-West's (L-3 TW's) expertise in real-time telemetry and general-purpose data acquisition dates back to the 1940's and the world's very first telemetry systems. From the start, we established an industry precedent as a customer-oriented company delivering latest-technology products with features that anticipate real-world needs.

Our commitment to your success is strong. We understand your applications and offer a broad range of services tailored to your evolving requirements.

We have support centers and field offices conveniently located around the world to deliver the service you want, when and where you need it.

We're Customer Support. Let us know what your needs are. If they fall outside of our existing programs, we will develop a customized program matched to your specifications.

Just give us a call. Remember, your success is our business!

Offices	Contact Information
San Diego	
Monday-Friday 8AM-5PM	9020 Balboa Ave., San Diego, CA 92123 phone: 858-694-7977 or toll free 800-351-8483 press 2 email: Support.TW@L-3com.com
Sarasota, FL	
Monday-Friday 8AM-5PM	100 Cattlemen Rd., Sarasota, FL 34232 phone: 941-377-5513 email: Donald.White@L-3com.com

CUSTOMER SUPPORT

Support to Meet Your Needs

At L-3 TW, the success of your business is our number one priority. That's why our support programs offer all the basics you'd expect and a host of extras you wouldn't.

It's our way of standing behind you and your program needs, now and for the long term.

Help Is Just Around the Corner

★ L-3 TW offers customer support centers conveniently located across the U.S. to meet your immediate needs.

★ Our worldwide representative centers are also at your service. Call 800.351.8483 for more information.

Or e-mail support.tw@L-3Com.com.



The Basics — Built-In Coverage

L-3 Telemetry-West products come with the following services and support:

Full One-Year Warranty

With every product, you receive a full one-year warranty covering both hardware and software.

Standard System Installation

Upon system delivery, our Systems Installation team can rack mount chassis, install cables, hook up peripherals, check out and test your equipment, and even give you on-the-spot training.

Phone Support

Our Customer Support hotline is staffed by engineers and applications specialists ready to answer your technical questions.

Call us at:

San Diego, CA

800-351-8483

Sarasota, FL

941-377-5513

Our standard business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday, with an alternate-Friday-off (AFO) compressed work-week schedule. When calling beyond those hours, please leave a message and we will return your call the next business day.

Prefer e-mail? Just write to support.tw@L-3Com.com.

Remote Troubleshooting

Whenever possible, we will use an Internet connection to perform remote diagnostics from our plant. It's a fast, efficient way for us to visualize your problems, provide applications assistance, and download software updates.

Module Exchange

We offer several options should a subassembly fail in your L-3 Telemetry-West product. We can supply a direct replacement or loaner module usually within 5 working days, or provide advance turnaround service for our most commonly used boards within 1–3 working days.

Product Repairs

We take great care to quickly repair returned products at our in-house facilities. When you need even faster service, we offer reasonable terms for expedited product repair or replacement.



The Extras – Extended / Custom Coverage

L-3 TW's Customer Support services go beyond the conventional to give you the coverage you need day by day, every day. Choose the extended support plan that meets your program's needs and budget.

Basic System Support Plan

Our Basic System Support Plan provides return-to-factory hardware and software maintenance services long after the normal warranty period has expired. With it, you're guaranteed software support and patches, along with labor and materials for the repair of your product at our facilities.

You are also assured of timely replacement of faulty modules/submodules in accordance with our established advance turnaround procedures. Complete phone, fax, and e-mail support is provided throughout the contract period.

Full System Support Plan

Designed for more mission-critical or resource-limited applications, our Full System Support Plan extends its Basic counterpart by providing software updates and routine preventive maintenance on-site at your location. The plan additionally covers on-site remedial maintenance, where a qualified service technician can be dispatched to your site within 48 hours (plus preparation and travel time). We will repair or replace any malfunctioning L-3 products, serve as your single point of contact for all of the major outside-purchased equipment (OPE) included in your installation, and assist with third-party warranty transfers and extended coverage options.

Members Only Web Site Access

Our Members Only Web site extends L-3's support capabilities around the clock by giving customers immediate access to the information they request most, including manuals, frequently asked questions, troubleshooting tips, and application/release notes. Additionally, members can conveniently download software updates.

To sign up, e-mail support.tw@L-3Com.com.

Warranty Upgrade to Full System Support Plan

Upgrade any Factory Warranty to a Full System Support Plan at any time during the first year for the highest level of service right from the start. Discounts will be applied on a pro-rated monthly basis for mid-year upgrades.

Software-Only Support Plan

Keep your system current and up-to-date with the latest software releases by purchasing a Software-Only Support Plan. This plan includes software feature enhancements (minor releases) and bug fixes (patches). Software Support also entitles you to reduced-price upgrades on major software releases.

Hardware-Only Support Plan (Return to Factory)

Protect your mission-critical investment against premature obsolescence and failure, and help ensure timely sparing and repairs with the purchase of a

Hardware-Only Support Plan. This plan gives you the confidence you need that your hardware will last as long as your program requires, even if that's a decade or more.

Discounts

Several discounts are available on Support Plans to help stretch your maintenance budget. In many cases, discounts may be combined for even greater savings!

- **"With-System" Discount** - Purchased at time of original order or anytime prior to system shipment
- **GSA Discount** - For General Services Administration eligible customers and programs
- **Multiple Chassis Discount** - Progressive discounts for 3-20 chassis or more, when purchased or renewed together
- **Multiple Year Discount** - Progressive discounts for 2-6 years or more, when purchased or renewed up-front

Product / System Upgrades

Take advantage of our upgrade program and we will upgrade your product with the latest software and hardware revisions to keep your system configuration up-to-date.

On-Site Applications Support

To save on start-up time and systems integration expense, our Applications Support team offers a variety of on-site services. These include database, algorithm, or API development, as well as applications and advanced product training. We can also customize your system to meet evolving program requirements.

Custom Applications Support/ Program Management

Whether you're upgrading a system or starting from scratch, call us first. We provide services that range from developing custom applications for standard products to optimizing your work environment through helping you design system modifications for the emerging requirements of your program.

Personalized Support

Who says you can't buy time? With L-3 TW Customer Support, you can buy a block of time at a flat rate and use it any way you want. Prepaid Customer Support blocks never expire and can protect you against unexpected repairs or critical service interruptions when you can least afford time lost due to a lengthy and formal procurement process. Customized support is just a phone call away.

24-Hour Standby Service

Do you have an impending critical launch or flight test? Need additional round-the-clock support on a temporary or extended basis? Gain extra peace of mind with continuous coverage and priority service. We'll be with you all the way.

CUSTOMER SUPPORT



And There's More...

Training and Certification

At L-3 Telemetry-West, 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.

Training programs for Operations, Programming, and Administration/ Maintenance are available for our major product lines, including Visual Test System™ (VTS), System 550™, and Vista™. We can also design custom training programs tailored to your program specifications or provide advanced applications assistance with an L-3 Telemetry-West applications engineer.

Classes are taught by instructors who have real-world, practical experience in the field. All instruction is conducted in an intimate classroom environment, where the curriculum remains focused and students get maximum hands-on time with the equipment.

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, contact Customer Support today at 800.351.8483.



L-3 TW Customer Support Locations

San Diego, CA

9020 Balboa Avenue
San Diego, CA 92123
800-351-8486
Fax: 858-694-7538

Sarasota, FL

100 Cattlemen Road
Sarasota, FL 34232
941-377-5513
Fax: 941-377-5589

L-3 Telemetry-West

9020 Balboa Avenue
San Diego, CA 92123-3507
Tel: 858.694.7500 | 800.351.8483
Fax: 858.279.0693
Email: sales.tw@L-3com.com
L-3com.com/TW

This presentation consists of L-3 Communications Corporation general capabilities information that does not contain controlled technical data as defined within the International Traffic in Arms (ITAR) Part 120.10 or Export Administration Regulations (EAR) Part 734.7-11. Data, including specifications, contained within this document are summary in nature and subject to change at any time without notice at L-3 Communications' discretion. Call for latest revision. All brand names and product names referenced are trademarks, registered trademarks, or trade names of their respective holders.

ML23 Rev D