

Customer Service / Technical Support

L-3 Satellite Networks backs up our products with superior 24/7 customer service and technical support. You can rely on us to stand behind our product warranty and specifications, and to be an extension to your team if the need arises. We work with you to troubleshoot and resolve product performance issues and ensure products are performing to specifications. Our telephone support personnel will work with you until your operational problem is resolved. If we determine a site visit is necessary to resolve product issues, then you can rely on us to dispatch qualified field engineers to work with you and your team.



L-3 Satellite Networks offers a customized **Preventative Maintenance** program for satellite gateway terminals and complex systems. This is a customized program that includes quarterly on-site checks, tests, and alignments to assure the readiness of the earth station. Annual costs are determined on a site-by-site basis, which means you pay only for what you need and approve.

For our customers who desire enhanced warranty service, we offer the **Quick-Reaction Spares Support** program. For an annual fee, we'll store, administer, and maintain your spare equipment and deliver the spares within 48 hours.

We also offer customized systems **Training Programs**, as well as warranty and out-of-warranty **Repair Services** on our products. Satellite Networks doesn't just sell products; we back them up with high-quality customer services and support. We are committed to deliver excellence.

To contact Customer Service directly, please call +1 631/272.5800. The fax number is +1 631/272.5510. For 24/7 technical support, call +1 800/666-7060 or +1 631/272.5818. Email is SN.custsrv@L-3com.com.

