



# *flexComm*

## *Services Manual*

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# Preface

## About Spectrum



Spectrum Signal Processing is a leading supplier of software-defined platforms for defense electronics applications. Spectrum's products and services are optimized for military communications, signals intelligence, surveillance, electronic warfare, and satellite communications applications. Spectrum's integrated, application-ready products and quality services provide its customers with compelling time-to-market and performance advantages while mitigating program risk and cost parameters. More information on Spectrum and its *flexComm*<sup>TM</sup> product line is available at [www.spectrumsignal.com](http://www.spectrumsignal.com)

In 1994, Spectrum achieved ISO 9001 quality certification.

## Contacting Spectrum

Spectrum's Application Engineers are available to provide technical support Monday to Friday, 8:00 AM to 5:00 PM, Pacific Standard Time.

Phone: 1-800-663-8986 (North America)  
 +1-604-421-5422 (International)  
 E-mail: [support@spectrumsignal.com](mailto:support@spectrumsignal.com)  
 Fax: +1-604-421-1764  
 Web: [www.spectrumsignal.com](http://www.spectrumsignal.com)

To help us assist you better and faster, please have the following information ready:

- Concise description of the task or problem for which you need assistance
- Names of all Spectrum hardware components
- Names and version numbers of all Spectrum software components
- Minimum amount of code that demonstrates the problem you are experiencing
- Versions of all software packages, including compilers and operating systems

## Customer Feedback

At Spectrum, we know that accurate and easy to use manuals are important to help you develop your applications and products. If you wish to comment on this manual, please e-mail us at [documentation@spectrumsignal.com](mailto:documentation@spectrumsignal.com) or fax us at (604) 421-1764 with the following information:

- Full name, document number, and version of the manual
- Description of any inaccuracies you may have found
- Comments about what you liked or did not like about the manual

It may be helpful for us to call you to discuss your comments. If this would be acceptable please include your name, organization, and telephone number with your comments.



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# 1 Introduction to *flexComm* Services

To optimize your purchase and further you towards achieving your project goals, Spectrum goes the extra mile with its best-in-class services. Spectrum's Customer Services and Technical Services are designed to help you to find quick and efficient solutions to help you overcome obstacles or resolve technical problems that may otherwise jeopardize project milestones and deliverables.

The mission of the **Technical Services Group (TSG)** is to provide you with product and project relevant Training, as well as responsive, courteous and accurate Post-sales Support. This group's mandate is to understand your project requirements, provide you with application sensitive training, and give you the best possible answers to all of your technical questions.

The **Customer Services Group (CSG)** is dedicated to directly handling your system maintenance and repair needs. Commencing from the time your order is first entered into our system, the CSG will assist you through the entire lifetime of the product. This group's objective is to ensure that your product is delivered on time and to specifications and any repairs on returned products are performed in a timely and professional manner.

When you purchase your *flexComm* products from Spectrum, along with your investment you also get the *flexComm* services advantage.



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## 2 flexComm Services

Spectrum provides a wide range of services to our customers that are available as part of Spectrum's *flexComm* product line. This comprehensive family of services is designed to meet all customer requirements for successful program development and deployment. Services can be obtained individually or as part of a bundle.

### 2.1. flexComm Services Categories

The following section contains a brief description of the different services and tools provided under the *flexComm* family.

#### 2.1.1. Technical Support

Spectrum's Technical Support Group is comprised of a team of experienced Application Engineers who will take the time to understand your application's needs and deliver optimal solutions to help you achieve your goals. Access to Technical Support personnel is available during the specified hours of coverage. Response time guarantees and other service enhancements may also be included, depending on the Maintenance and Support package purchased. For more details, see Section 6: Maintenance and Support Packages.

#### 2.1.2. Educational Services

Our comprehensive training courses and orientations are tailored to show you how to take full advantage of our subsystem designs, and learn exactly what you need to know to make your project successful, on time and within budget. Spectrum training courses may be delivered at Spectrum-Burnaby or on-site at your facility. For more details, see Section 3: Educational Services

#### 2.1.3. Extended Warranty

Need longer warranty duration than our standard warranty offering? Do not worry, we have a plan for you. Increase your system hardware warranty period, for up to 5 years from the date of purchase, when you buy Spectrum's extended warranty plan. Plans are available now and must be activated when covered products are purchased.

#### 2.1.4. Hardware and System Repairs

Does your hardware need maintenance and servicing? Have you identified faulty hardware in your subsystem? Simply contact our CSG for a Return Material Authorization (RMA) number and they will help arrange a speedy resolution. When your system is received at Spectrum, it will be tested, upgraded and repaired to ensure that it is running at peak operating performance. Upon successful testing, the system

will be returned to you so you can continue your development efforts or re-deploy the system in the field.

### **2.1.5. Software Maintenance**

Spectrum constantly upgrades products to improve product quality and usability, to add new features or to take advantage of the upgrades offered by third-party software vendors. To keep pace with developments in technology it is important for you to ensure that your development team works with the most current software version and development tools released by Spectrum. With the software maintenance service, an integral part of the *flexComm Services* plan, you will receive free software updates and updated documentation for the products purchased.

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## 3 Educational Services

Remember your last project where you spent days pouring over piles of documents learning how to assemble the system. Then wasted even more time figuring out how and where to begin writing your application software?

This will not happen when you purchase products from Spectrum as we offer a comprehensive suite of training courses for our products. Spectrum's training workshops, conducted and monitored by the Technical Services Group, are designed to get your team up and running in the shortest time possible by using a combination of lectures and at least 60% hands-on experience with your system. This training encourages you to apply your knowledge into immediate practice under the guidance of experienced engineers. This method of training has been highly successful at giving our customers the knowledge they require to develop applications with our products, resulting in reduced development cycles, lowered costs and relatively short time-to-market.

Spectrum's Training Workshops are your opportunity to reduce the initial assembly time and learning curve to near zero. When you order Training you have your preference of course and training location to suit your project's needs. Not only does a well-trained team, work faster, they make fewer mistakes. Optimize your technology investment and increase productivity with solid, timely and effective training.

### 3.1. Technical Training

Spectrum is consistently improving and updating our training courses to meet the needs of our customers. Find out about our currently available training modules at <http://www.spectrumsignal.com/services/training.asp>.

If you require more information, please contact your local sales representative or e-mail us at, [training@spectrumsignal.com](mailto:training@spectrumsignal.com).

To book a course, please fill out the [training registration form](#) and submit it to your local sales representative.

#### 3.1.1. At Spectrum-Burnaby

Come join us for training at Spectrum. We are able to offer all training courses at our facility with the flexibility to meet your development schedule. Send your development team to Spectrum and give them a chance to receive training from the Technical Services team, as well as meet the engineers who developed the products. This venue also provides you with an excellent chance to learn more about Spectrum and see what the company has to offer your team in terms of application assistance or your product development guidance.

### 3.1.2. On-Site

For larger development teams, Spectrum offers on-site training at your facility. Our dedicated Application Engineers will travel to your site to provide you with an in-depth training experience. We ensure your training covers the necessary topics with customized content available. This training experience is an excellent opportunity to bring together engineers from different departments working on the project, thereby creating a common frame of reference throughout a project and setting the stage for improved communication at every phase.

## 3.2. Third-Parties

Spectrum has successfully worked with third parties to deliver combined training courses. This allows you to set-up your team for a single event rather than managing the timing of separate courses.

We have also developed training for third-party products when those products have been delivered as part of a configured system.

## 3.3. Orientations

Installation procedures often cause significant delays in starting projects or when introducing new equipment mid-stream. The Orientation service will reduce the time, effort, and risk involved in your project by helping you get your system up and running immediately.

Orientations are one full day with an experienced Technical Services Engineer (TSE) at your site. The TSE works closely with your team in their familiar work surroundings, to tailor the day for maximum benefit and help your engineers learn more about Spectrum's products. The TSE will identify and minimize potential project risks and reduce the learning curve associated with the new equipment.

The TSE will ensure that the correct materials have been shipped and that the software is installed and running on at least one development machine. The service includes basic orientation to the development tools, software libraries and sample application code. The TSE transfers knowledge to your team to help them become more confident and become productive right away. The service also introduces available support resources including the Technical Services Group, e-mail support, web resources, updates, hardware and system repairs (Return Material Authorizations or RMAs) and our education programs.

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## 4 Hardware and System Repairs (RMAs)

Spectrum's RMA procedure ensures all customer returns are processed in a consistent and timely fashion. The Customer Service Group (CSG) is the focal point within Spectrum for processing RMAs. The CSG can be reached via phone, fax, or e-mail as follows:

Phone:	1-800-663-8986	(North America)
	+1-604-421-5422	(International)
E-mail:	<a href="mailto:CustomerService@spectrumsignal.com">CustomerService@spectrumsignal.com</a>	
Fax:	+1-604-421-1764	
Web:	<a href="http://www.spectrumsignal.com">www.spectrumsignal.com</a>	

Customers will initiate the return process by contacting Spectrum's CSG. Warranty status for the product(s) will be verified and a purchase order will be requested for returns no longer under warranty coverage. The CSG will then record all necessary information needed to fulfill the RMA process and generate an RMA number unique to this transaction. The CSG will provide the customer with the RMA number and shipping instructions. In addition to the customer name, address, and contact, the following information will also be recorded:

- Customer's Ship-to Address
- Purchase Order Number and payment detail, if needed
- Product Name(s) and Part Number(s)
- Serial Number(s)
- Description of the Failure(s)
- Any Special Instructions or Requests

When the RMA is received by Spectrum, the actual items in the shipment will be recorded and then verified against the original RMA request. Any discrepancies will be resolved by the CSG speaking to the customer contact.

At various points in the repair process, the customer will be automatically notified by Spectrum's RMA system regarding the progress of the customer's equipment. The CSG will notify the customer in cases where a repaired part is not expected to meet its scheduled ship date.



## 5 Technical Support Services

### 5.1.1. Technical Support

Each Maintenance and Support contract includes access to Spectrum's Technical Support group (TSG) with a corresponding response time guarantee. The response time is measured from the time the request is received by Spectrum until a support engineer contacts the customer to initiate discussion of the problem. The contact window is Monday through Friday, 7 AM – 5 PM Pacific Standard time. Actual problem resolution time will depend on the severity, complexity, and nature of the call.

Examples of the *response* time categories:

<u>Service Level</u>	<u>Request Received</u>	<u>Contact Initiated By</u>
<i>Advanced (4-Hour)</i>	9:00 AM PST	1:00 PM PST
	2:30 PM PST	8:30 AM PST (next business day)
<i>Basic (One-Day)</i>	9:30 AM PST	9:30 AM PST (next business day)
	11:00 AM PST	11:00 AM PST (next business day)

### 5.1.2. Primary Technical Support Contacts

Under the Advanced Service offering, Spectrum will assign a primary Technical Support resource to a particular customer. This will allow the designated Technical Services Engineer (TSE) to provide more effective support as they become more familiar with the customer's system configuration, application needs, and service requirements.

### 5.1.3. Online Services

Spectrum's service packages include a number of online service tools and information. These resources can be accessed via <http://www.spectrumsignal.com> and include the following:

- Sample code
- Application Notes and White Papers
- Software and Documentation Access
- Knowledgebase

- Data Sheets

#### **5.1.4. Incident Tracking Tool**

The Incident Tracking application allows Spectrum's TSG to monitor and interact with the status of incidents logged by our customers. The primary purpose of this tool is to ensure that once an incident has been logged, it will be tracked, updated and resolved. The tool allows the TSE to easily access all of your open incidents and is tightly integrated into our other business systems. This integration allows the TSE to view such things as order and RMA histories as well as our Knowledgebase and Problem Report (PR) database.

#### **5.1.5. Knowledgebase**

Spectrum's knowledgebase is filled with interesting tips, helpful examples and application notes. The entries cover Spectrum's products as well as those from our third-party suppliers.

#### **5.1.6. On-Site Technical Support**

This service provides you with a dedicated on-site TSE during critical development periods. The TSE can be deployed to help troubleshoot problems encountered or act in the role of an application consultant helping your team make better use of the system.

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## 6 Maintenance and Support Packages

### 6.1.1. Technical Support Plans

Spectrum offers three different support plans each designed to suit your needs during the life cycle of your product. Below is a brief description of each package and a table allowing you to quickly compare the different packages.

#### **Advanced (Development Phase)**

During your project's development phase, use the Advanced Technical Support plan. It gives you unlimited hours of support, a primary support contact within Spectrum, four-hour guaranteed response time and Software Maintenance. This package also enables access to the TSG for up to 10 authorized users.

#### **Basic (Deployment Phase)**

Once your product has been completed, you will then start fielding systems. Your daily requirements for support will diminish but you will still require assistance updating your system as it becomes field hardened. At this point, you need our Basic Technical Support plan that includes 20 hours of support with one-day response time, 5 authorized users and Software Maintenance.

#### **Hourly (Sustaining Phase)**

With the systems in the field you can now focus on sustaining your product and may still want to call on our support team occasionally. For this part of your product's life cycle, we offer hourly support sold in bundles of 5 hours.

**Maintenance and Support Plan Comparison Table**

	<b>Advanced Support Package (Development Phase)</b>	<b>Basic Support Package (Deployment Phase)</b>	<b>Hourly Support (Sustaining Phase)</b>
<b>Hours of Technical Support</b>	Unlimited	20 Hours	Minimum 5 Hours
<b>Duration</b>	1 Year	Until all hours are used or 1 year has passed (whichever occurs first)	Per Incident
<b>Software Maintenance</b>	Yes	Yes	No
<b>Guaranteed Response Time</b>	4 Business Hours (North America) 1 Business Day (International)	1 Business Day	1 Business Day
<b>Dedicated Support Engineer</b>	Yes	No	No
<b>Number of Registered Users</b>	10	5	1

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# 7 Contacting Technical Support

To maximize your productivity when working with Spectrum's Technical Services Group (TSG), there are a number of topics that will be explained in this section to ensure service requests are expedited in an efficient, predictable and satisfactory manner.

## 7.1. Customer Service Charter

The mission of the TSG is to provide the industry's best post-sales support. To us this means that we aim to serve you with the most timely, effective, knowledgeable and application savvy support in the wireless communications marketplace.

When it comes to helping you with your pre-sales support, please contact your local Sales representative who can put you in touch with one of Spectrum's Field Application Engineers (FAEs).

## 7.2. Spectrum Technical Support Personnel

All Technical Support personnel have an application engineering background and thorough knowledge of Spectrum's software, firmware and hardware products. In addition, each Technical Services Engineer (TSE) has one or more areas of specialization to solve complex problems. Resources available to our TSE include a dedicated lab for problem analysis and failure duplication, prompt support from our Development Engineering and Product Marketing groups, and access to Spectrum's information database.

The TSE is the customer's partner within Spectrum who coordinates all activity required to resolve a problem. He or she will act as your single point of contact during the problem resolution process, regardless of the number of Spectrum internal resources required on any particular problem.

## 7.3. Primary Areas of Technical Support

The TSG provides assistance to our customers in three general areas:

- Installation support
- Product support
- Application support

### 7.3.1. Installation Support

The TSG should be contacted whenever difficulties arise during an installation. These may arise from hardware or software problems, compatibility problems, or incorrect installation procedures. Spectrum requests that customers have read, and are thoroughly

familiar with, all documentation and materials associated with the installation prior to placing a request for support. For those problems that require Spectrum's support, being conversant with the documentation will lead to a more productive session with the TSE.

Installation procedures may require root, super-user, or administrative permissions. Spectrum recommends that customers work with their system administrators to resolve any network problems prior to contacting Spectrum. In those cases where support is required, the system administrator should participate in the initial session with the TSE.

Maintenance releases are provided to customers who have a maintenance contract. Spectrum requires customers to upgrade to the latest release, since problems that occurred in earlier releases may have been resolved in the latest release. For information on the availability of these releases, reference the Software Updates page of our website.

### **7.3.2. Product Support**

Due to the tight coupling between a customer's application and one or more Spectrum products, problems may be difficult to pinpoint.

With adequate information, the TSE can determine if a previously known issue logged in an existing Problem Report (PR) can provide information in support of a quick resolution of the problem. Updates may exist to correct this problem; otherwise the TSE would endeavor to recommend alternative procedures or workarounds.

Alternatively, the TSE will recreate the problem using a test case, supplied by the customer, to further investigate the cause. Once the problem is discovered and a change to a Spectrum product is required, a PR will be created to request resolution of the error. Spectrum's goal is to resolve customer PRs in a timely fashion so customer incidents are tied to their related PRs.

### **7.3.3. Application Support**

The TSG is chartered to assist customers who encounter application development problems while using Spectrum products. To best utilize this support, customers should be able to describe their application and pose specific questions about their Spectrum product(s).

The key to resolve any real or perceived problem is the understanding of how the specific product(s) work within the customer's application. The TSE may inquire about what the customer is trying to achieve with the specific Spectrum product.

### **7.3.4. Electronic Services**

Spectrum's online electronic services are made available to promote customer success 24 hours a day. Online features are described in section 5.1.3 and are made available to customers based on their service level.

### 7.3.5. Other Areas of Support

It is important to note that the TSE is not chartered to provide training on Spectrum's products. Customers should make full use of appropriate training packages, product manuals, and instructional development tools to achieve success with their applications.

The following areas fall outside the scope of our standard maintenance and support contract:

- Customer-developed hardware
- Design-level or source code-level information
- Host system administration
- System integration of third-party products

Technical Support will route customer requests of this nature to the appropriate Spectrum contact. Depending on the support required, additional charges may apply.

## 7.4. Support Incident Process

This section will provide the guidelines to be used by customers when interacting with Spectrum's TSG for support. It outlines the basic process followed by the TSG when handling your questions or PRs. Being familiar with this process ahead of time will greatly aid the TSG in resolving the reported issues. Please refer to Appendix A for a visual version of the incident process.

### 7.4.1. Before Contacting Technical Support

The following is a checklist of items a customer should complete *prior* to sending a support request to Technical Support.

- Read and understand *all* documentation relating to the product.
- Reduce the size of the problem in stages, each time testing to see if the problem still exists, until the minimum configuration (hardware and software) is reached that will still reproduce the problem. This will greatly aid the TSG in pinpointing the problem.

(NOTE: The customer is responsible for providing a test program that demonstrates the problem and can be rebuilt by the TSG. In some cases this may not be attainable. Spectrum does provide on-site services, on a fee basis, should the customer require such support.)

- Define the problem with a description of the hardware and software environment, mode of failure, all error messages, and how the problem is related to Spectrum product.

- Provide the TSG with the following information each time support is requested:
  - Your Support ID number
  - Spectrum product name and version
  - Host development platform
  - Host/OS version including BSP (VxWorks)
  - Compiler tool set and version
  - Problem description and impact
  - Error codes

## 7.5. Support Requests

This section describes Spectrum's method of handling support requests. Please refer to Appendix A for a visual flowchart of this process.

Support requests are satisfied in the initial response or resolution processes that are defined in Sections 7.5.4 and 7.5.5.

### 7.5.1. Who Should Contact Technical Support

Spectrum requires that specific individuals, based on their clearance to access controlled or International Traffic in Arms Regulation (ITAR) restricted items, will be authorized to interface directly with Spectrum's TSG. The number of authorized contacts will be based on the level of service defined in the service bundle. During the life of your project, these contacts will be the focal points for technical assistance, problem resolution efforts, and communications between your company and Spectrum. Consequently, in selecting these contacts, consideration should be given to their technical competence, dedication to the project, and availability to communicate effectively with colleagues and with Spectrum Technical Support personnel.

Over time, these contacts will become the experts on Spectrum products, capable of providing assistance to their company's users and developers. With their acquired experience and expertise in working on the project, they will be able to determine whether a particular issue should be handled locally or escalated to Spectrum.

Should non-designated individuals contact the TSG, they will be referred to their primary authorized contact within their company. Spectrum understands that assignments may change, so should that need arise, the primary contact should advise the TSG of those changes.

## 7.5.2. Contacting Technical Support

Although Spectrum has field offices, all calls for support should be made to Spectrum's head office in Burnaby, BC. Resources assigned to resolve the customer incidents can take full advantage of the combined knowledge of the TSG as well as development engineering expertise. You may contact the TSG in the following manner:

Phone: 1-800-663-8986 (North America)  
+1-604-421-5422 (International)  
E-mail: [support@spectrumsignal.com](mailto:support@spectrumsignal.com)  
Fax: +1-604-421-1764  
Web: [www.spectrumsignal.com](http://www.spectrumsignal.com)

Spectrum personnel are available to log service requests Monday through Friday from 7:00 AM to 5:00 PM Pacific time. Requests may be made via fax, voicemail, or e-mail outside of these hours.

## 7.5.3. Support Verification Process

Support requests arriving at the TSG must go through a verification process to establish that the customer has a valid maintenance and support contract, and that the caller is on the approved contacts list. Finally, the TSE will verify if this call relates to a new or existing incident.

For a new incident, TSG will require all appropriate information relative to the support request (see Section 7.4.1), including the criticality of the problem. An incident number will be generated, and investigation or duplication of the problem will commence. A separate incident number will be generated for each technical problem submitted; this information should be readily available for future discussions with Spectrum personnel.

## 7.5.4. Initial Incident Response Process

The assigned TSE will research the problem in Spectrum's knowledgebase and PR systems to verify if the incident is related to a known problem that may already have a solution. The knowledgebase includes Incident resolutions, Application Notes, FAQs, and example programs.

If a solution cannot be found researching these areas, an attempt will be made to demonstrate the problem on similar hardware using customer supplied test case.

Regardless of how an Incident is submitted, the TSG is committed to meeting the initial response time guarantee. We endeavor to resolve Incidents as quickly as possible, and in some cases, a solution may be provided during the initial discussion.

### NOTES:

- The TSG recommends the use of e-mail for more complex or detailed problems so all parties involved in the incident can share the information in a timely and effective manner.

- Customers with maintenance contracts also have access to Spectrum's web page in the Technical Support area. Access to certain elements of the website are password-protected. Designated technical contacts may obtain a password by contacting the TSG.

### 7.5.5. Incident Resolution Process

Upon assignment of an incident to a TSE, he/she will notify the customer contact of the assignment to the incident and will pursue further investigation of the problem.

Timely communications between the assigned contact and the TSE are essential to the problem resolution process. The TSG will make several attempts to contact the customer, and if there is no response received within two days of the initial contact, the problem will be presumed resolved, and the Incident will be closed. Customers may reopen the Incident at any time once contact has been re-established.

When contacting the TSE with follow-up information on an incident, the TSG recommends using our standard e-mail address: support@spectrumsignal.com. This will eliminate the chance of non-response to a phone message or voice-mail message left for a specific individual.

If custom hardware is involved in the incident, the TSE may request one or more components to be shipped to Spectrum to permit duplication of the problem. To properly track the movement of this equipment, a Return Material Authorization (RMA) must be initiated prior to the material being shipped to Spectrum.

If a problem is recreated on a standard Spectrum configuration, the TSE will open a PR and link the related incident to the PR.

### 7.5.6. Problem Reporting (PR) Process

Spectrum is committed to a timely response to problems. Each incident associated with Spectrum hardware or software product defect will have a PR logged against it so that the Development Engineering group can search for a resolution.

Spectrum's PR system separates the critical nature of a problem with the priority in which it is to be addressed. This delineation allows for PR resolution flexibility that can greatly benefit Spectrum's customers. For instance, a customer who has reported a critical problem but can proceed with other aspects of their development may have their PR resolved after a customer who needs to field their systems but has a major PR blocking their delivery.

Spectrum's PR system defines the following defect severity categories:

- Critical:** The product hangs or shuts down ("crashes"), there is data loss, data corruption. No known workaround exists.
- Major:** Impairment of critical system functions, for example, a core piece of functionality does not work. Other functions are not affected by

the defect.

- Normal:** A workaround is possible; the user can continue without a fix. Documentation of the defect and/or workaround may be required.
- Minor:** An inconvenience or annoyance. A usability error. There is no functional error and the progress of user's work is not affected. Minor clarification required to documentation, typos, or minor updates to the UI would be considered minor.
- None:** None of the above or an enhancement. A question, inquiry or suggestion.

**Table 1: Problem Report Severities**

Spectrum's PR system uses the following priority scheme.

- Immediate:** Defects to be fixed immediately. Spectrum will divert development resources in order to resolve these PRs. A patch or upgrade will be issued directly after resolution.
- Urgent:** Defects to be fixed as soon as possible. A patch or upgrade will be issued directly after resolution.
- Normal:** Defects that must be fixed as required for the current release.
- Low:** Defects that will be fixed for the current release if time permits, otherwise, the fix will be delayed until the next product release.

**Table 2: Problem Report Priorities**

Customers will receive updates and suggestions from their TSE while the solution is being developed. A PR is not considered closed (resolved) until the correction has been incorporated into an official release of the product.

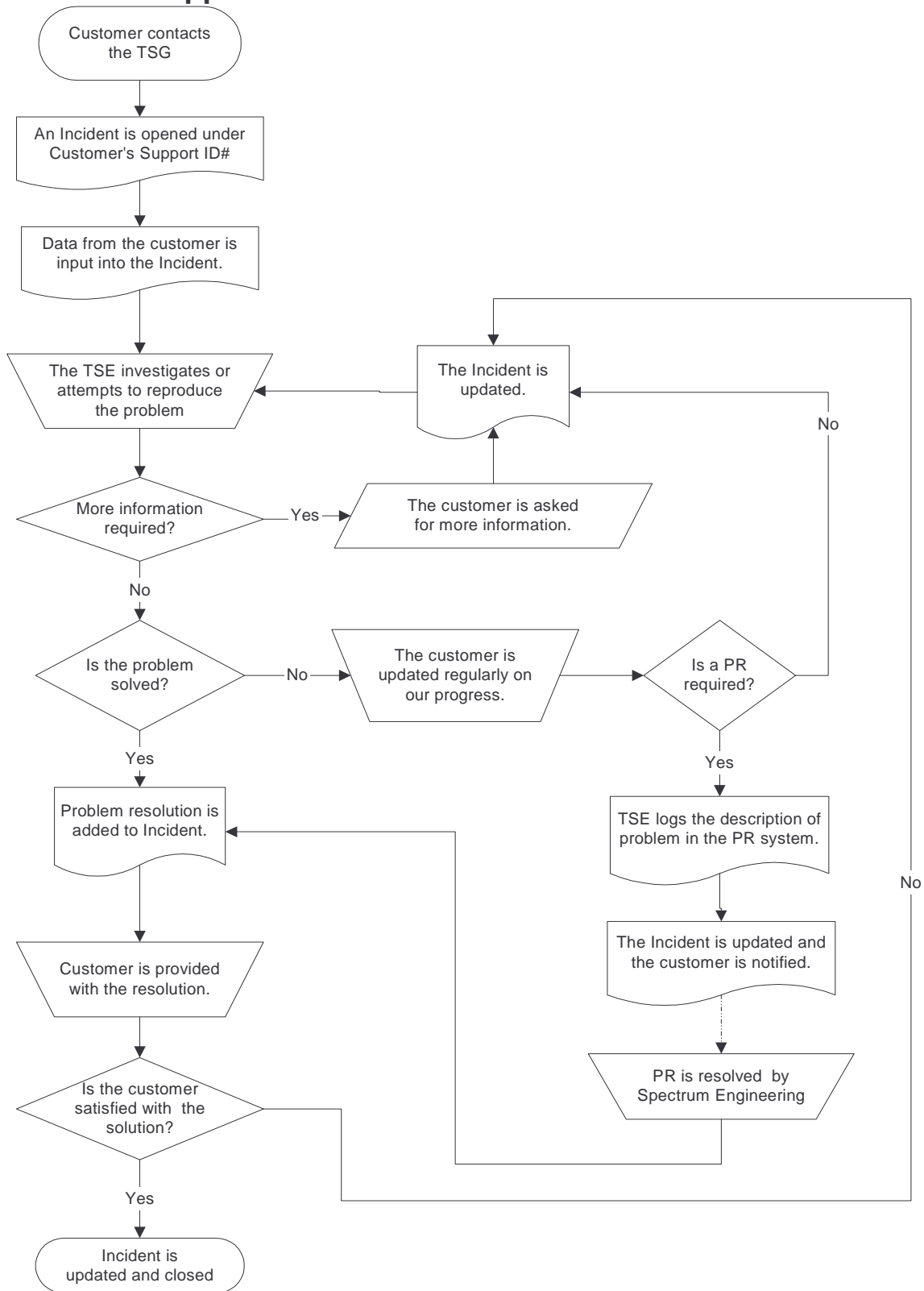
## 7.5.7. Support Incident Priorities

Depending on the level of support package you have purchased, and the type of problem you have, your incident will be prioritized accordingly by the TSG.

The key factor to prioritizing is the Maintenance and Support Plan. The three main levels are Advanced, Basic and Hourly with On-Site Support sold separately.

<u>Support Type</u>	<u>Priority</u>
On-Site	Dedicated
Advanced	First
Basic	Second
Hourly	Third

### Appendix A: Basic Incident Process



## Appendix B: Escalation Process

