

# TV Transmitters Service Level Agreements

Overview for North America



Supporting Your  
Investment



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Prologue – Christian Leicher, President and CEO, Rohde & Schwarz

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## Dear Customers,

I am often asked what has made Rohde&Schwarz so successful over so many decades, and enabled the company to drive technological progress in the market.

One aspect is the passion with which we work every day in our R&D labs to push the limits of what is physically feasible. Another is our desire to create winning products that exceed the expectations of our customers in terms of technology, functionality and quality.

Our service and support philosophy is another key factor in our success. For us, it goes without saying that we offer our customers the best possible support in every phase of the product lifecycle.

We provide a wide variety of customized service offerings, which we plan in close dialog with our customers and our support specialists very early in the product development phase. This lets us identify needs early on in order to minimize your operating costs and maximize uptime.

Our comprehensive and continuously growing range of services is designed to ensure that you are satisfied with every aspect of your Rohde&Schwarz product. I am convinced that this commitment, implemented by our worldwide network of expert service and support personnel, is one of the major factors behind the success of our company.

Christian Leicher  
President and CEO

# We're all about ensuring uptime and long-term support for your investment.

Built on a 80-year heritage, Rohde & Schwarz is a recognized global leader in its established business fields, and provides top-notch products and solutions that stand for quality, precision and innovation. Rohde & Schwarz offers an unparalleled expertise in digital television transmitter installations, and has established itself as the market leader in this field, with thousands of high-profile installations deployed and successfully operating in North America and around the world. As an independent, family-owned company, Rohde & Schwarz generates its growth from its own resources. Since the company does not have to think in quarters, it can focus on customer needs and long-term planning, and invest in achieving the best quality for its product ranges to ensure customers are equipped with state-of-the-art solutions. Rohde & Schwarz has approximately 11,700 employees worldwide, with about 6,000 working at the headquarters in Germany, where our products are designed and manufactured in our own manufacturing facilities. The group achieved a net revenue of EUR 2.08 billion in the 2017/2018 fiscal year (July to June). Our product solutions are built for future upgradability and a long operational life. We think of our customers as partners, and provide them with unique and customized support and service options that ensure their uptime and investment.



# Steps to customizing your Transmitter Support.

- 1 Identify your Transmitter Solution and decide on your support needs.
- 2 Select your Service Level and Service Level Solution.
- 3 Register on the Rohde & Schwarz Support Portal – GLORIS.

# Decide on your support needs.

Rohde & Schwarz North America offers three tiers of service level agreements in addition to the standard warranty accompanying our transmitter solutions to help you manage your operational expenses, provide pre-agreed reaction times, and ensure optimal equipment operation. These plans are shown below and detailed on the following pages:



<sup>1</sup> Critical issues are defined as situations where the transmitter is operating outside FCC broadcast specifications  
<sup>2</sup> SILVER Spare Part Handling- Ordered spare parts are shipped within two business days via next day service. Also, Rohde & Schwarz makes selected spare parts available on Amazon.com fulfilled from their warehouses.  
<sup>3</sup> SILVER Module Loaner Handling- Module loaners are shipped within two business days via next day service, and within four business days if customer specific configuration is required.  
<sup>4</sup> GOLD Spare Parts Handling- Ordered spare parts requested by 3 PM EST on business days (Monday through Friday) are shipped same day via next day service. Also, Rohde & Schwarz makes selected spare parts available on Amazon.com fulfilled from their warehouses.  
<sup>5</sup> GOLD Spare Parts Handling- Module loaners, requested by 3 PM EST on business days (Monday through Friday) are shipped same day via next day service, and within two business days if customer specific configuration is required.

# Detailed Services Overview

In addition to the standard one year-warranty offered on transmitter hardware and software, the Bronze Service level sets a high bar in the industry for uptime support.

**All Rohde & Schwarz Transmitter customers receive the Bronze service level included with their purchase for no additional charge.**

Silver and Gold levels provide more response time predictability along with support intensity.

## Technical Documentation Access (Included in all three service levels.)

Transmitter customers have online access to all key documentation via the GLORIS extranet described later in this brochure. Available materials include manuals, service circulars, applications notes, software updates, and a variety of other important technical information.

## Repair Services (Included in all three service levels.)

If the equipment is under warranty, Rohde & Schwarz will cover repair costs (labor and material costs) plus the cost of domestic shipping through Rohde & Schwarz logistics partners. After the warranty expires, Rohde & Schwarz charges either a firm fixed price or time and materials for the repairs depending on the specific products impacted. Warranty extensions for up to 4 years of coverage are available for transmitter systems.

## Rohde & Schwarz Support Desk: Submit and review your requests utilizing the Rohde & Schwarz GLORIS online ticketing system (Included in all three service levels.)

Customers can submit a support request via the Rohde & Schwarz internet portal around the clock from anywhere in the world. The status of the request can be checked at any time via the Rohde & Schwarz Support Desk staff in Munich Germany; Columbia, Maryland; and Singapore. All Support Desk staff have access to all tickets, whether open or resolved. It is accessed via the Rohde & Schwarz GLORIS extranet website and requires customer registration for Broadcast/Media Support.

## Technical Support Call Center (In or out of warranty, we will always answer your call 24/7! Included in all three service levels.)

A telephone support request to the Transmitter Support Hotline will be answered 24/7/365 and routed to a qualified service technician to handle the support ticket within the response time defined by the service level.

Depending on the type of problem, the technician will initiate additional measures to find a solution (e.g. delivering a software update or providing a return material authorization (RMA) ticket, which the customer can use to send the device to Rohde & Schwarz so that it can be repaired).

## Remote Error Analysis (Included in all three service levels.)

Rohde & Schwarz service technicians or engineers identify and localize errors efficiently via remote access if the customer allows us port access to do so. This significantly reduces system downtime.

## On-Site Support and Scheduling (Available for all transmitter customers, with scheduling priority given to Gold and Silver SLA subscribers.)

When problems cannot be eliminated via remote access or by repairing product/system components, Rohde & Schwarz can send highly trained service technicians to the customer site at our determination.

These visits can occur regardless of service level, but customers with equipment in or out of warranty as well as Bronze and Silver service levels should plan on incurring a fixed daily cost plus travel expenses for these visits. Customers who purchased the Gold Service Level agreement will have no separate billing events associated with the visit.

On-Site visit scheduling is prioritized by the Service Level purchased and the criticality of the issues. Gold SLA subscribers receive first prioritization, with Rohde & Schwarz using best efforts to be on-site in 48 hours for critical issues. Rohde & Schwarz defines "critical issues" as any circumstance when the transmitter is off the air or if the broadcaster's transmission is outside FCC specifications.

Silver SLA subscribers receive a best effort to be on-site in 3 business days, and scheduling for all non Gold/Silver customers is done on a best efforts basis.

## 24/7 Emergency Technical Support (Response time goals outlined for Silver and Gold service levels, all other transmitter customers receive best efforts around the clock phone support.)

Rohde & Schwarz employs a team of experienced broadcast service engineers and service technicians who are on-call around the clock. Depending on the type of problem, the engineer or technician will initiate activities to reduce the criticality of the error and perform additional measures to find a solution. Very often, remote access of the transmitter (if the customer allows us port access to do so) enables Rohde & Schwarz to narrow the problem down and possibly even solve it remotely. Silver and Gold SLA customers receive first priority of our broadcast engineering team on call after hours, but all customers can take advantage of this service if staff and availability permit.

## Installation Support and Notification of Maintenance Releases (Software Updates)

**(Included in the Silver and Gold service levels.)** Software updates maintain and optimize the performance of the product/system. Installation support for maintenance releases. Rohde & Schwarz will help the customer to facilitate the installation of software updates via remote support or even on-site if support is available. For Gold and Silver level agreement subscribers, Rohde & Schwarz will pro-actively ensure that all releases are communicated and the customer is guided or assisted through the upgrade process. For all other customers, maintenance releases can be downloaded with installation instructions via our GLORIS extranet support website.

## Annual Proactive Preventative Maintenance (PPM) Program

**(Available via a separate charge for any customer, but already included in Gold service level.)**

Rohde & Schwarz offers a program including an annual on-site visit where a series of tests and checks are run, and documentation is provided to the customer at the end of the process to ensure the transmitter is operating optically. We cover this topic in more detail in a separate brochure, but the checklist of services provided via a PPM visit are:

### Perform Transmitter Evaluation

- ▮ Review fault logs for potential issues
- ▮ Measure output power and calibrate forward/reflected power sensor
- ▮ Ensure system is configured properly
- ▮ Verify performance of transmitter including operating values (temperatures, voltages, PA currents), and automatic function check (input automatic, exciter, standby Tx in [N+1])
- ▮ Run "TX Check" on all exciters
- ▮ Test cooling expansion tank and fluid
- ▮ Thermal image scan of transmitter, interconnection line, and filter

### Optimize Transmitter

- ▮ Set cooling pressure, warnings, and fault levels + cleaning heat exchangers
- ▮ Optimize efficiency of transmitter
- ▮ Perform non-linear and linear corrections (when needed)
- ▮ Update system software
- ▮ Back up transmitter configuration locally and remotely
- ▮ Conduct training and familiarization of transmitter with staff
- ▮ Realize service related product changes (internal Rohde & Schwarz "service circulars", if any required)

### Document Results

- ▮ Provide electronic copy of TX check for all exciters post optimization and all transmitter parameters
- ▮ Annotate transmitter efficiency
- ▮ Provide electronic copy of thermal images
- ▮ Document recommendations for optimum continued performance
- ▮ Suggest recommended spares
- ▮ Ensure future software updates are distributed electronically



### Expedited Selected Spare Parts

(Included in Silver or Gold service levels.)

Rohde&Schwarz North America maintains an inventory of select spare parts in our Columbia, Maryland Service Center. These spare parts can be expedited quickly for customers with our Silver or Gold service levels; standard delivery times apply to all other customers.

For Silver level SLA customers, Rohde&Schwarz will ship the spare parts to customers within 2 business days or faster depending on inventory availability. Gold level SLA customers receive top priority, with every attempt to ship the spare parts out the same business day if we receive the request before 3 PM EST.

Highlights of the selected spare parts list:

- O-Rings
- RF Detectors
- Exciter Fans
- Amplifier Fans
- Pumps
- Pump Bus Modules
- Pump Controllers
- Looping Plugs
- Amplifier and Exciter Air Filters

In addition to spare parts available directly from Rohde&Schwarz via a normal purchase order, we utilize Amazon.com to also stock a variety of important spare parts and commonly used items (such as air filters, o-rings, hose, fans, etc.), making it convenient for our customers to use their Amazon.com accounts and credit cards to quickly access these parts in an emergency. Rohde&Schwarz stocks these parts in Amazon.com's warehouses, making the logistics simple to get parts quickly.

### Selected Module Loaners

(Included in Silver or Gold service levels.)

Rohde&Schwarz North America maintains an inventory of selected loaner modules (amplifiers, exciters, etc.) in our Columbia, Maryland Service Center or deployed around North America at both Rohde&Schwarz locations or designated logistics partners. These loaner modules can be expedited quickly for customers with our Silver or Gold service levels while their equipment is scheduled for repair in our Columbia, Maryland Service Center.

For Silver level SLA customers, Rohde&Schwarz will ship loaner modules to customers within two business days depending on inventory availability. Two additional days are required if a customer requests a custom configuration to be set up in the loaner.

Gold level SLA customers receive top priority, with every attempt to ship the loaner out the same business day if we receive the request before 3 PM EST. Again, 2 additional days are required if a customer requests a custom configuration to be set up in the loaner.

Highlights of the selected loaner modules list:

- Amplifiers
- Exciters

Rohde&Schwarz will meet with all Gold level SLA customers and create a custom loaner and spare parts support plan to ensure either the customer or Rohde&Schwarz has adequate inventory on hand to satisfy expected needs.

### Expedited Repair Service

(Included in Silver or Gold service levels.)

Rohde&Schwarz North America can expedite the turn-around time of repairs depending on the service level purchased. We handle repairs for North American Broadcast customers in our state-of-the-art Service Center located in Columbia, Maryland. Conventional turn-around times for repairs are 10 business days from receipt of the equipment (RMA required) to the time we ship it back to the customer.

Silver level SLA customers receive priority where we strive to complete repairs in five business days, and Gold level SLA customers receive the top priority by our service technicians where we make every effort to turn the repair around in three business days.



# Select the SLA and duration.

Ongoing Bronze level support is provided to all Rohde&Schwarz transmitter customers as part of the equipment purchase price.

The Rohde&Schwarz Silver and Gold service level agreements can be purchased for 1,2,3,4 or 5 years with a single purchase order, simplifying the operational uptime and support requirements of our customers. High-power transmitter (R&S®THx9) SLAs are priced by the number of cabinets in the system as shown below:

## High Power R&S®THU9 or R&S®THV9 Transmitters – Silver Service Level Agreement

SLA Duration	Service Level	# of Cabinets	Ordering Description	Item Number	Order Number
1 Year	Silver	1	Service Level Agreement, 1 Cabinet Tx, Silver 1 year for R&S®THx9	R&S®SL1C1THx9	3632.5302.02
1 Year	Silver	2	Service Level Agreement, 2 Cabinet Tx, Silver 1 year for R&S®THx9	R&S®SL1C2THx9	3632.5302.03
1 Year	Silver	3	Service Level Agreement, 3 Cabinet Tx, Silver 1 year for R&S®THx9	R&S®SL1C3THx9	3632.5302.04
1 Year	Silver	4	Service Level Agreement, 4 Cabinet Tx, Silver 1 year for R&S®THx9	R&S®SL1C4THx9	3632.5302.05
1 Year	Silver	6	Service Level Agreement, 6 Cabinet Tx, Silver 1 year for R&S®THx9	R&S®SL1C6THx9	3632.5302.06
2 Years	Silver	1	Service Level Agreement, 1 Cabinet Tx, Silver 2 years for R&S®THx9	R&S®SL2C1THx9	3632.5302.07
2 Years	Silver	2	Service Level Agreement, 2 Cabinet Tx, Silver 2 years for R&S®THx9	R&S®SL2C2THx9	3632.5302.08
2 Years	Silver	3	Service Level Agreement, 3 Cabinet Tx, Silver 2 years for R&S®THx9	R&S®SL2C3THx9	3632.5302.09
2 Years	Silver	4	Service Level Agreement, 4 Cabinet Tx, Silver 2 years for R&S®THx9	R&S®SL2C4THx9	3632.5302.10
2 Years	Silver	6	Service Level Agreement, 6 Cabinet Tx, Silver 2 years for R&S®THx9	R&S®SL2C6THx9	3632.5302.11
3 Years	Silver	1	Service Level Agreement, 1 Cabinet Tx, Silver 3 years for R&S®THx9	R&S®SL3C1THx9	3632.5302.12
3 Years	Silver	2	Service Level Agreement, 2 Cabinet Tx, Silver 3 years for R&S®THx9	R&S®SL3C2THx9	3632.5302.13
3 Years	Silver	3	Service Level Agreement, 3 Cabinet Tx, Silver 3 years for R&S®THx9	R&S®SL3C3THx9	3632.5302.14
3 Years	Silver	4	Service Level Agreement, 4 Cabinet Tx, Silver 3 years for R&S®THx9	R&S®SL3C4THx9	3632.5302.15
3 Years	Silver	6	Service Level Agreement, 6 Cabinet Tx, Silver 3 years for R&S®THx9	R&S®SL3C6THx9	3632.5302.16
4 Years	Silver	1	Service Level Agreement, 1 Cabinet Tx, Silver 4 years for R&S®THx9	R&S®SL4C1THx9	3632.5302.17
4 Years	Silver	2	Service Level Agreement, 2 Cabinet Tx, Silver 4 years for R&S®THx9	R&S®SL4C2THx9	3632.5302.18
4 Years	Silver	3	Service Level Agreement, 3 Cabinet Tx, Silver 4 years for R&S®THx9	R&S®SL4C3THx9	3632.5302.19
4 Years	Silver	4	Service Level Agreement, 4 Cabinet Tx, Silver 4 years for R&S®THx9	R&S®SL4C4THx9	3632.5302.20
4 Years	Silver	6	Service Level Agreement, 6 Cabinet Tx, Silver 4 years for R&S®THx9	R&S®SL4C6THx9	3632.5302.21
5 Years	Silver	1	Service Level Agreement, 1 Cabinet Tx, Silver 5 years for R&S®THx9	R&S®SL5C1THx9	3632.5302.22
5 Years	Silver	2	Service Level Agreement, 2 Cabinet Tx, Silver 5 years for R&S®THx9	R&S®SL5C2THx9	3632.5302.23
5 Years	Silver	3	Service Level Agreement, 3 Cabinet Tx, Silver 5 years for R&S®THx9	R&S®SL5C3THx9	3632.5302.24
5 Years	Silver	4	Service Level Agreement, 4 Cabinet Tx, Silver 5 years for R&S®THx9	R&S®SL5C4THx9	3632.5302.25
5 Years	Silver	6	Service Level Agreement, 6 Cabinet Tx, Silver 5 years for R&S®THx9	R&S®SL5C6THx9	3632.5302.26

## High Power R&S®THU9 or R&S®THV9 Transmitters – Gold Service Level Agreement

SLA Duration	Service Level	# of Cabinets	Ordering Description	Item Number	Order Number
1 Year	Gold	1	Service Level Agreement, 1 Cabinet Tx, Gold 1 year for R&S®THx9	R&S®GL1C1THx9	3632.5302.27
1 Year	Gold	2	Service Level Agreement, 2 Cabinet Tx, Gold 1 year for R&S®THx9	R&S®GL1C2THx9	3632.5302.28
1 Year	Gold	3	Service Level Agreement, 3 Cabinet Tx, Gold 1 year for R&S®THx9	R&S®GL1C3THx9	3632.5302.29
1 Year	Gold	4	Service Level Agreement, 4 Cabinet Tx, Gold 1 year for R&S®THx9	R&S®GL1C4THx9	3632.5302.30
1 Year	Gold	6	Service Level Agreement, 6 Cabinet Tx, Gold 1 year for R&S®THx9	R&S®GL1C6THx9	3632.5302.31
2 Years	Gold	1	Service Level Agreement, 1 Cabinet Tx, Gold 2 years for R&S®THx9	R&S®GL2C1THx9	3632.5302.32
2 Years	Gold	2	Service Level Agreement, 2 Cabinet Tx, Gold 2 years for R&S®THx9	R&S®GL2C2THx9	3632.5302.33
2 Years	Gold	3	Service Level Agreement, 3 Cabinet Tx, Gold 2 years for R&S®THx9	R&S®GL2C3THx9	3632.5302.34
2 Years	Gold	4	Service Level Agreement, 4 Cabinet Tx, Gold 2 years for R&S®THx9	R&S®GL2C4THx9	3632.5302.35
2 Years	Gold	6	Service Level Agreement, 6 Cabinet Tx, Gold 2 years for R&S®THx9	R&S®GL2C6THx9	3632.5302.36
3 Years	Gold	1	Service Level Agreement, 1 Cabinet Tx, Gold 3 years for R&S®THx9	R&S®GL3C1THx9	3632.5302.37
3 Years	Gold	2	Service Level Agreement, 2 Cabinet Tx, Gold 3 years for R&S®THx9	R&S®GL3C2THx9	3632.5302.38
3 Years	Gold	3	Service Level Agreement, 3 Cabinet Tx, Gold 3 years for R&S®THx9	R&S®GL3C3THx9	3632.5302.39
3 Years	Gold	4	Service Level Agreement, 4 Cabinet Tx, Gold 3 years for R&S®THx9	R&S®GL3C4THx9	3632.5302.40
3 Years	Gold	6	Service Level Agreement, 6 Cabinet Tx, Gold 3 years for R&S®THx9	R&S®GL3C6THx9	3632.5302.41
4 Years	Gold	1	Service Level Agreement, 1 Cabinet Tx, Gold 4 years for R&S®THx9	R&S®GL4C1THx9	3632.5302.42
4 Years	Gold	2	Service Level Agreement, 2 Cabinet Tx, Gold 4 years for R&S®THx9	R&S®GL4C2THx9	3632.5302.43
4 Years	Gold	3	Service Level Agreement, 3 Cabinet Tx, Gold 4 years for R&S®THx9	R&S®GL4C3THx9	3632.5302.44
4 Years	Gold	4	Service Level Agreement, 4 Cabinet Tx, Gold 4 years for R&S®THx9	R&S®GL4C4THx9	3632.5302.45
4 Years	Gold	6	Service Level Agreement, 6 Cabinet Tx, Gold 4 years for R&S®THx9	R&S®GL4C6THx9	3632.5302.46
5 Years	Gold	1	Service Level Agreement, 1 Cabinet Tx, Gold 5 years for R&S®THx9	R&S®GL5C1THx9	3632.5302.47
5 Years	Gold	2	Service Level Agreement, 2 Cabinet Tx, Gold 5 years for R&S®THx9	R&S®GL5C2THx9	3632.5302.48
5 Years	Gold	3	Service Level Agreement, 3 Cabinet Tx, Gold 5 years for R&S®THx9	R&S®GL5C3THx9	3632.5302.49
5 Years	Gold	4	Service Level Agreement, 4 Cabinet Tx, Gold 5 years for R&S®THx9	R&S®GL5C4THx9	3632.5302.50
5 Years	Gold	6	Service Level Agreement, 6 Cabinet Tx, Gold 5 years for R&S®THx9	R&S®GL5C6THx9	3632.5302.51

### Medium Power R&S®TMU9 or R&S®TMV9 Transmitters – Silver and Gold Service Level Agreements

SLA Duration	Service Level	# of Cabinets	Ordering Description	Item Number	Order Number
1 Year	Silver	N/A	Service Level Agreement, Silver 1 year for R&S®TMx9	R&S®SL1TMx9	3632.5325.02
2 Years	Silver	N/A	Service Level Agreement, Silver 2 years for R&S®TMx9	R&S®SL2TMx9	3632.5325.03
3 Years	Silver	N/A	Service Level Agreement, Silver 3 years for R&S®TMx9	R&S®SL3TMx9	3632.5325.04
4 Years	Silver	N/A	Service Level Agreement, Silver 4 years for R&S®TMx9	R&S®SL4TMx9	3632.5325.05
5 Years	Silver	N/A	Service Level Agreement, Silver 5 years for R&S®TMx9	R&S®SL5TMx9	3632.5325.06
1 Year	Gold	N/A	Service Level Agreement, Gold 1 year for R&S®TMx9	R&S®GL1TMx9	3632.5325.07
2 Years	Gold	N/A	Service Level Agreement, Gold 2 years for R&S®TMx9	R&S®GL2TMx9	3632.5325.08
3 Years	Gold	N/A	Service Level Agreement, Gold 3 years for R&S®TMx9	R&S®GL3TMx9	3632.5325.09
4 Years	Gold	N/A	Service Level Agreement, Gold 4 years for R&S®TMx9	R&S®GL4TMx9	3632.5325.10
5 Years	Gold	N/A	Service Level Agreement, Gold 5 years for R&S®TMx9	R&S®GL5TMx9	3632.5325.11

### Low Power R&S®TLU9 or R&S®TLV9 Transmitters – Silver and Gold Service Level Agreements

SLA Duration	Service Level	# of Cabinets	Ordering Description	Item Number	Order Number
1 Year	Silver	N/A	Service Level Agreement, Silver 1 year for R&S®TLx9	R&S®SL1TLx9	3632.5331.02
2 Years	Silver	N/A	Service Level Agreement, Silver 2 years for R&S®TLx9	R&S®SL2TLx9	3632.5331.03
3 Years	Silver	N/A	Service Level Agreement, Silver 3 years for R&S®TLx9	R&S®SL3TLx9	3632.5331.04
4 Years	Silver	N/A	Service Level Agreement, Silver 4 years for R&S®TLx9	R&S®SL4TLx9	3632.5331.05
5 Years	Silver	N/A	Service Level Agreement, Silver 5 years for R&S®TLx9	R&S®SL5TLx9	3632.5331.06
1 Year	Gold	N/A	Service Level Agreement, Gold 1 year for R&S®TLx9	R&S®GL1TLx9	3632.5331.07
2 Years	Gold	N/A	Service Level Agreement, Gold 2 years for R&S®TLx9	R&S®GL2TLx9	3632.5331.08
3 Years	Gold	N/A	Service Level Agreement, Gold 3 years for R&S®TLx9	R&S®GL3TLx9	3632.5331.09
4 Years	Gold	N/A	Service Level Agreement, Gold 4 years for R&S®TLx9	R&S®GL4TLx9	3632.5331.10
5 Years	Gold	N/A	Service Level Agreement, Gold 5 years for R&S®TLx9	R&S®GL5TLx9	3632.5331.11

### FM R&S®THR Series Transmitters – Silver and Gold Service Level Agreements

SLA Duration	Service Level	# of Cabinets	Ordering Description	Item Number	Order Number
1 Year	Silver	N/A	Service Level Agreement, Silver 1 year for R&S®THR9	R&S®SL1THR9	3632.5348.02
2 Years	Silver	N/A	Service Level Agreement, Silver 2 years for R&S®THR9	R&S®SL2THR9	3632.5348.03
3 Years	Silver	N/A	Service Level Agreement, Silver 3 years for R&S®THR9	R&S®SL3THR9	3632.5348.04
4 Years	Silver	N/A	Service Level Agreement, Silver 4 years for R&S®THR9	R&S®SL4THR9	3632.5348.05
5 Years	Silver	N/A	Service Level Agreement, Silver 5 years for R&S®THR9	R&S®SL5THR9	3632.5348.06
1 Year	Gold	N/A	Service Level Agreement, Gold 1 year for R&S®THR9	R&S®GL1THR9	3632.5348.07
2 Years	Gold	N/A	Service Level Agreement, Gold 2 years for R&S®THR9	R&S®GL2THR9	3632.5348.08
3 Years	Gold	N/A	Service Level Agreement, Gold 3 years for R&S®THR9	R&S®GL3THR9	3632.5348.09
4 Years	Gold	N/A	Service Level Agreement, Gold 4 years for R&S®THR9	R&S®GL4THR9	3632.5348.10
5 Years	Gold	N/A	Service Level Agreement, Gold 5 years for R&S®THR9	R&S®GL5THR9	3632.5348.11

# Register on GLORIS.

The Rohde & Schwarz Global Information System (GLORIS) is an extranet we maintain to both provide access to documentation such as manuals, parts diagrams, user guides, and service bulletins, as well as enter support tickets directly any time of the day or night. While you can always call our Technical Customer Support Hotline, the GLORIS trouble ticket system offers our customers a web-based interface for questions, support and change requests. At any time, customers can track the progress of requests, submit a follow-up request, or apply different views and filtering options. To access the Rohde & Schwarz Support Desk, customers have to register:

<https://gloris.rohde-schwarz.com>

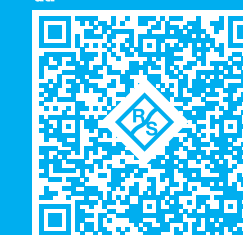


GLORIS access requires a login with e-mail address and password. All Rohde & Schwarz customers can register on this page by clicking 'Register for GLORIS', requesting access to the tile Broadcast//Media Support. The ticketing system is effective and quick. Some advantages are:

- Simple ticket creation in the web portal (via GLORIS)
- Everything is centralized in one place: transparent and collaborative (even if different customer staff are involved in the incident)
- Tracking ticket status (customers can always find out about the status of their incidents – without being dependent on availability of a specific contact person)
- Customers can prioritize requests by choosing the respective severity level of the incident
- Ensures continuity and efficiency
- Incident is directed automatically to the support engineer in charge, no more time wasted by choosing the responsible support engineer manually. Information flow is not affected by the absence of single service engineers due to vacation or illness.

## Get advice for your planning.

Experts from Rohde & Schwarz, antenna manufacturers, RF consultants, and industry leaders have written a general "survival guide" called "Go 2 Repack" to help you plan ahead for the process, keep your transition on track, and turn a long-term investment in RF equipment into new revenue streams for your station. We've included information about the repacking process and ATSC 3.0, as well as details about the latest antenna and transmitter technologies, so you can make the best equipment and infrastructure choices for your facility. Download your copy today from the Rohde & Schwarz website at:



[https://www.rohde-schwarz.com/campaigns/tx9/en/index.html?WT.mc\\_id=www.rohde-schwarz.com/tx9](https://www.rohde-schwarz.com/campaigns/tx9/en/index.html?WT.mc_id=www.rohde-schwarz.com/tx9)





## Service that adds value

- | Worldwide
- | Local und personalized
- | Customized and flexible
- | Uncompromising quality
- | Long-term dependability

## Rohde & Schwarz

The Rohde & Schwarz electronics group offers innovative solutions in the following business fields: test and measurement, broadcast and media, secure communications, cybersecurity, monitoring and network testing. Founded more than 80 years ago, the independent company which is headquartered in Munich, Germany, has an extensive sales and service network with locations in more than 70 countries.

## Sustainable product design

- | Environmental compatibility and eco-footprint
- | Energy efficiency and low emissions
- | Longevity and optimized total cost of ownership



### Transmitter Support

[https://www.rohde-schwarz.com/us/products/broadcast-media/tv-transmitters/pg\\_overview\\_63702.html](https://www.rohde-schwarz.com/us/products/broadcast-media/tv-transmitters/pg_overview_63702.html)

Transmitter.Support@rsa.rohde-schwarz.com  
(FOR GENERAL SERVICE AND SUPPORT)

Service.rsa@rsa.Rohde-Schwarz.com  
(For RMA's, Part Prices, and Loaners)

Customer.Support@rsa.Rohde-Schwarz.com  
(For manuals, SW releases, and test equipment setup and configuration.)

1-800-894-6220  
(FOR EMERGENCY 24 / 7 / 365 SERVICE)

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