

## Compare Agilent Advantage Service Plans

	Agilent Advantage GOLD	Agilent Advantage SILVER	Agilent Advantage BRONZE	Agilent Repair Service
<b>Services Included in All Advantage Agreements</b>				
Agilent Service Guarantee	✓	✓	✓	✓
Contract-level Preferred Response vs. T&M	priority	standard	standard	✓
Hardware Telephone Support	✓	✓	✓	✓
Software Telephone Support	✓	✓	✓	
<b>On-site Repair Services</b>				
Unlimited On-site Repair Visits (travel & labor)	✓	✓	✓	✓
Parts Required for Repair	✓	✓	✓	✓
Consumables/Supplies Required for Repair* including liners, seals, tubing, assemblies, lamps and multipliers	✓	✓	✓	
<b>Maintenance Services</b>				
Annual On-site Preventive Maintenance	✓	✓		
<b>Advanced Diagnostics and Reporting</b>				
Agilent Remote Advisor-Assist**	✓	✓	✓	
Agilent Remote Advisor-Report**	✓	✓		
Agilent Remote Advisor-Alert**	✓	✓		
<b>High Availability Services</b>				
Extended Coverage Hours Discount	✓			
<b>Compliance Services (Optional)</b>				
Discount when Bundling Operational Qualification (OQ)	✓	✓		
Guaranteed Pass OQ	✓	✓		
Discount when Bundling Re-qualification (RQ)	✓	✓		

\*Per local parts replacement policy.

\*\*Where available. Installation required. Installation fees waived when connecting minimum number of systems.

<sup>1</sup> Satisfaction with service engineers as reported in the Agilent customer satisfaction survey, 2005.

Our measure is your success.



**Agilent Technologies**