

# StarSupport Annual Service Plan



## Responsive, value-added technical support

Curtiss-Wright recognizes the importance of your missions and is committed to providing support beyond equipment delivery. Our expert service and support programs ensure maximum network reliability and uptime. We provide multiple levels of customer service, including options for on-site service, to give you the network performance, high-availability, and fast fault recover you expect. We make it easy and affordable for you to get all the help you need, whenever you need it.

The StarSupport™ Annual Service Plan provides comprehensive hardware and software maintenance services to keep your equipment in peak condition for the life of the contract. Software upgrades and related hardware are covered, guaranteeing your annual cost of ownership and allowing you the full benefits of the latest technology available. Maintenance services do not include installation, any third party equipment, or third party software not part of the PacStar product. However, Curtiss-Wright can provide these coverages by separate contract:

### Software Maintenance

- Software maintenance releases and bug fixes are included at no charge for the length of the maintenance plan
- Software updates are available either by secure download or on a CD

### Hardware Maintenance

- Routine failures (excluding physical damage), as a result of normal and reasonable use that affects product operation, are covered
- Freight cost for the repaired component is pre-paid by Curtiss-Wright

### Spare in the Air

- If applicable, replacement equipment will be shipped the next business day free of charge
- Equipment returned to the factory for repair is routed directly into a priority service queue
- Freight to return product to the factory is pre-paid by Curtiss-Wright



## **Toll-Free Technical Phone Support**

By phone: call +1.503.906.7314 or +1.888.872.1512 (toll-free in the U.S.).

Curtiss-Wright phone service is available 24x7, 365 days a year. A Curtiss-Wright product support engineer will respond to your support request within a time frame based on the severity level of the call.

For our U.S. DOD customers, our toll-free number is available worldwide via DSN – enabling you to contact support for PacStar products wherever you have DSN access.



## **Email Support**

Email support is available with a four-hour response time from 8:00 am to 4:30 pm Pacific Time, Monday through Friday, excluding holidays: [psc-techsupport@curtisswright.com](mailto:psc-techsupport@curtisswright.com)

Email support is most appropriate for nonurgent requests. Emails received after hours will receive a response the next business day based on severity level.