



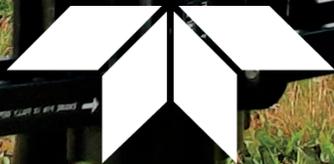
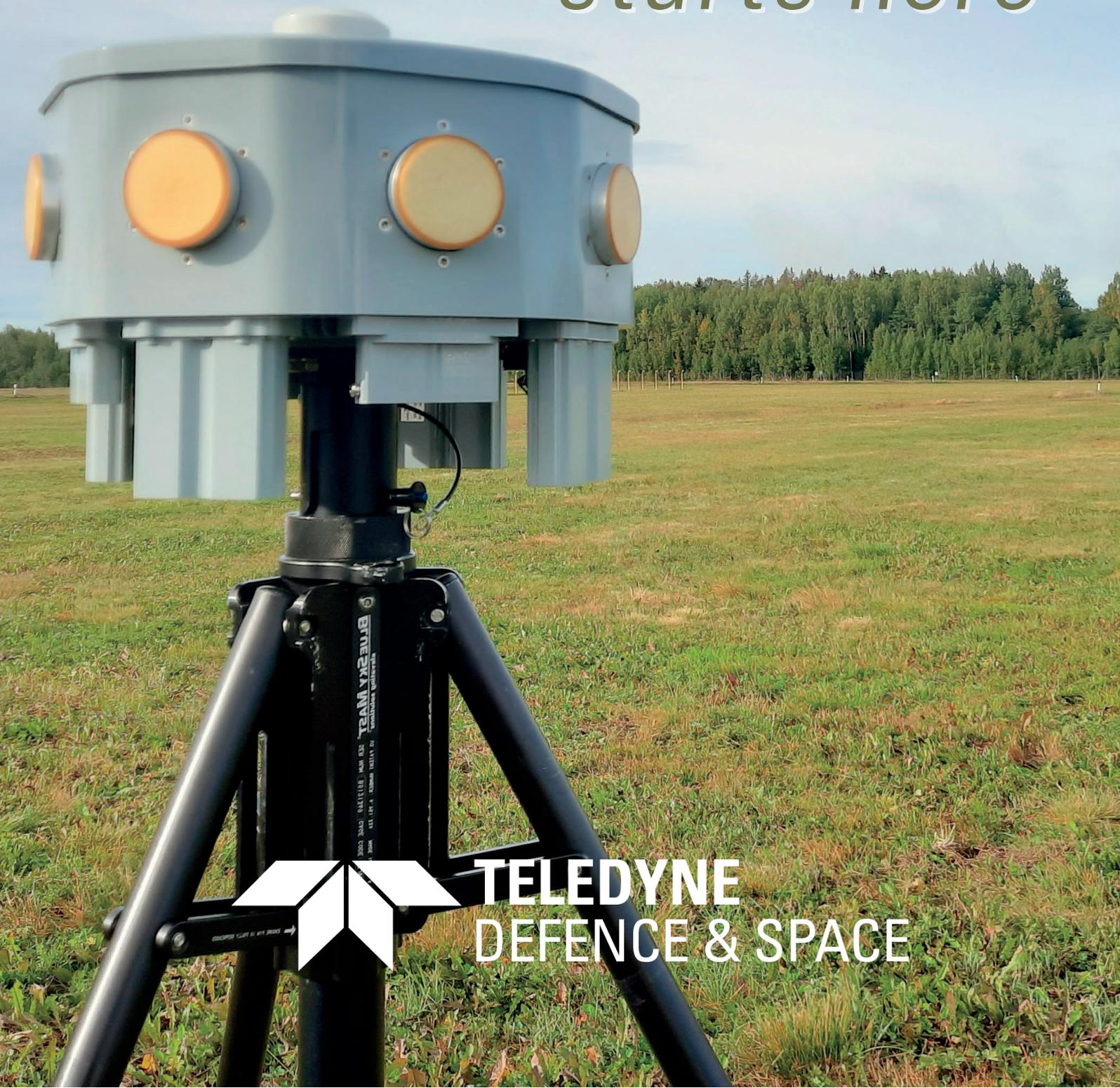
Phobos SUPPORT OPTIONS

Enduring confidence in full
Radar-ESM capability



TELEDYNE
DEFENCE & SPACE

*Trusted support for
your Phobos systems
starts here*



TELEDYNE
DEFENCE & SPACE

Support at a Glance

Whether you choose from the Bronze, Silver or Gold package, the aim of our support service is to provide you with the right level of reassurance to continue making the most of your investment for many years to come. All options allow for software bug fixes, regular updates and additional ad-hoc tasking.

Bronze	Silver (+ Bronze)	Gold (+ Bronze, Silver)
Tailored Integrated Support Plan	UK Office Hours Help Desk	24/7 Help Desk and in-country support
Email Help Desk	Codification Updates	Annual User Refresher Training
Repair Support	Nominated Point of Contact	Ongoing Integration Support
Up to 8 hours Technical Support	Training Documentation Updates	Secure online collaboration platform (ISO 27001)
Configuration Management	Obsolescence Monitoring and Reporting	Dedicated Spares Holding
	Up to 32 hours Technical Support	Up to 96 hours Technical Support

and much more



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BRONZE PACKAGE



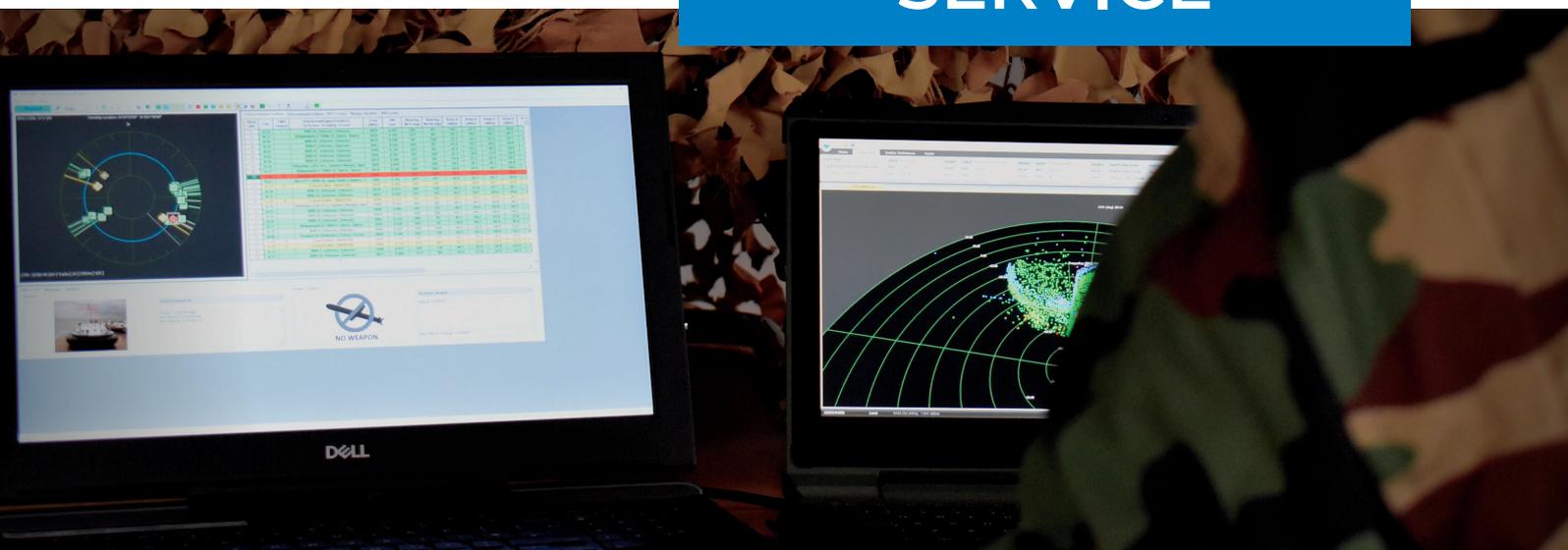
SERVICE

- Integrated support plan
- Email helpdesk
- Configuration management
- Repair management
- Technical support (up to 8 hours p/year)
- Invitation to bi-annual users forum
- Annual contract review meeting
- Ad-hoc tasking
- Bug fixes and software upgrades

SILVER PACKAGE

- All Bronze-level services
- UK office hours help desk
- Codification updates
- Nominated point of contact
- 6-monthly contract review meeting
- Disposal advice
- Annual updates to training documentation
- Annual updates to indentured parts list/IPC
- Technical support (up to 8 hours p/ quarter)
- Obsolescence monitoring & reporting

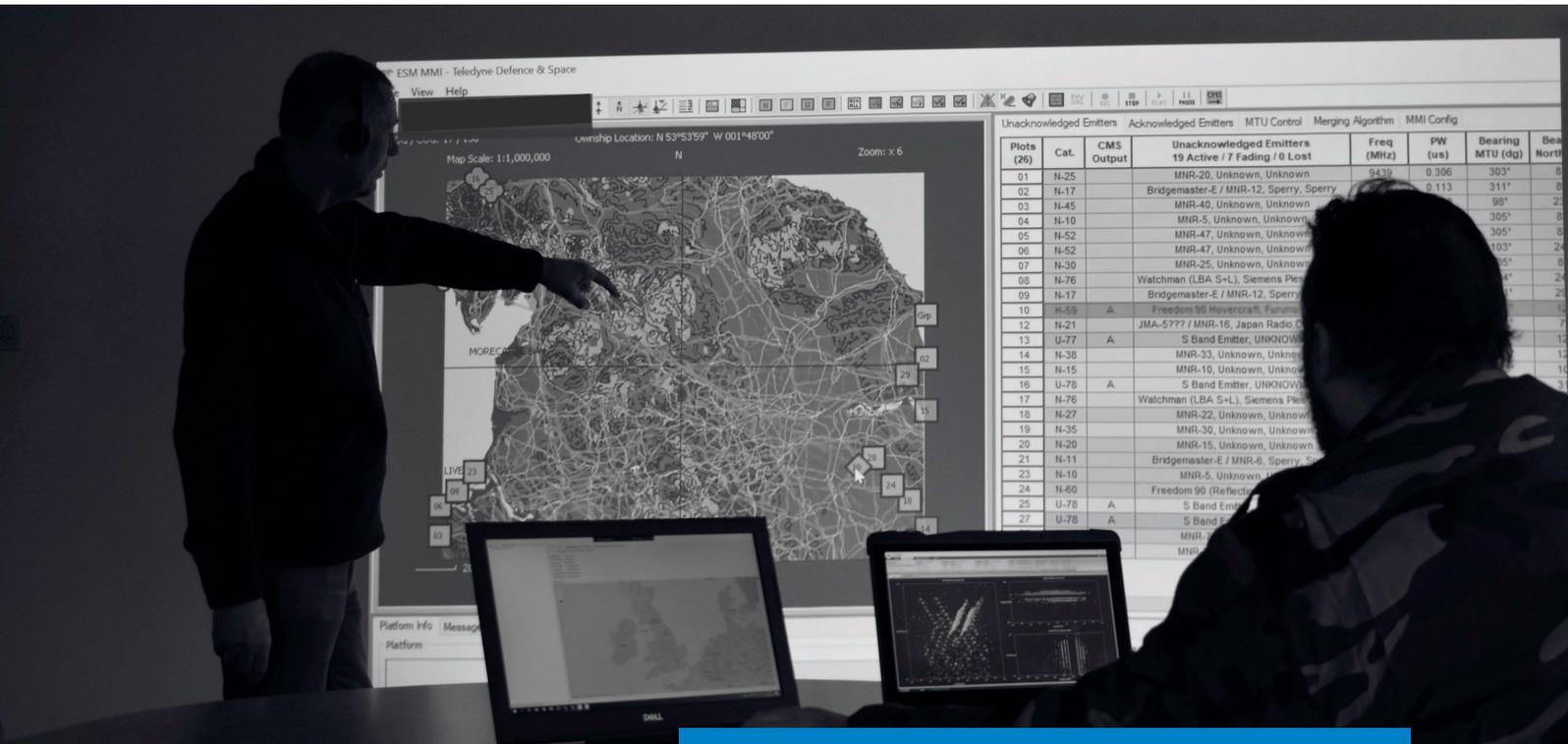
SERVICE





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GOLD PACKAGE



SERVICE

- All Bronze & Silver-level services
- 24/7 help desk
- Annual refresher training
- Additional (deputy) point of contact
- Quarterly contract review meeting
- In-country support within 4 weeks of notification
- Availability data analysis
- Dedicated spares holding
- Secure online collaboration platform
- Integration support (advice up to 20 hours p/year)
- Technical support (up to 8 hours p/month)
- Annual updates to system and wiring diagrams
- Annual support visit (international)



**Your
Support
Team**

TECHNICAL EXPERTISE

By choosing one of our support packages you will benefit from the dedicated technical expertise of the Original Equipment Manufacturer. We have over 35 years' experience in delivering leading edge RF capabilities around the world.

OUR RMA PROCESS

Our support packages guarantee you priority access to our Return Materials Authorization (RMA) process for rapid repair and return of your critical Line Replaceable Units.



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PHOBOS SUPPORT

TAILORED SUPPORT
SOLUTIONS TO MEET YOUR
NEEDS

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Rev. 1.0 | 06/01/2023 |

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