

# Review Agilent Multi-Vendor Service Advantage Coverage

	Agilent MVS Advantage GOLD	Agilent MVS Advantage SILVER	Agilent MVS Advantage MAINTENANCE
<b>Services Included in All Advantage Agreement</b>			
Contract-level Preferred Response vs. T&M	priority	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	✓	✓	
<b>Maintenance Services</b>			
Scheduled On-site Preventive Maintenance	✓	✓	✓
<b>High Availability Services</b>			
Extended Coverage Hours Discount	✓		
<b>Compliance Services Additions (Optional)</b>			
Guaranteed Pass OQ when bundled	✓	✓	
Operational Qualification (OQ) Bundling Discount	✓	✓	
Re-qualification (RQ) Bundling Discount	✓	✓	

\*Per local parts replacement policy.

**GOLD coverage not available in all areas. Confirm availability with local CSO**

Our measure is your success.



**Agilent Technologies**