

MEMORANDO

A: **Johanna M. Peguero**
Gerente de Compras

Vía: **Julissa Cruz**
Directora Ejecutiva

Yanira Bueno Rodríguez
Directora Administrativa

De: **Sarah Mariñez**
Directora de Fiscalización

Asunto: **Solicitud Garantía Drive Test**

Fecha: 09 de junio del 2023

Luego de saludarle, sirva la presente para solicitar la compra de la garantía por 24 meses del equipo de Drive Test BenchMarker II GO, los cuales corresponden a:

SERV-ADVAN SERVICE LEVEL ADVANCED

Service Level Advanced contains:

- 24/7 access to Rohde & Schwarz support desk
- 24/7 access to GLORIS
- Technical support during Business Hours
- Free access to Software Patch Packages
- Remote error analysis
- Free access to new software releases
- SLA reporting
- Free Hardware repair or replacement
- Calibration services: not included

Warranty 24 Months.

SMARTANALYTICS – Service & Maintenance
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- 24/7 access to GLORIS
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- Free access to Software Patch Packages
- Remote error analysis
- Free access to new software releases
- SLA reporting - Free Hardware repair or replacement
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Saludos cordiales,