

SIEMENS



**Siemens Energy & Automation, Inc.
Technical Customer Support**

**A&D
TECHNICAL SUPPORT**

**Standard and Optional
Support Services**



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SIEMENS ENERGY & AUTOMATION, INC Technical Support Services

I. PAYMENT METHODS

A. AUTOMATION VALUE CARD

Siemens Technical Services and Support offers the Automation Value Card (AVC) as a pre-paid mechanism for purchasing on-demand services. This card may be purchased through the normal distributor channel. The AVC card comes with an account number and PIN. Each AVC will have a balance of units or credits, which may be used for purchasing optional services. Units are deducted from the balance as optional services are used. The AVC card may be purchased with a variety of units as shown in the table below.

PART NUMBER	AVC Units
6ES7997-0BA00-0XA0	200
6ES7997-0BB00-0XA0	500
6ES7997-0BC00-0XA0	1000
6ES7997-0BG00-0XA0	10000

B. OTHER PAYMENT METHODS

1. Credit Cards

While the most cost effective method of payment for services is the AVC card, Siemens Technical Support will also accept *Visa*, *Master Card*, and *American Express* as method of payment for services.

2. Purchase Order

Purchase orders may be used for purchasing the AVC card as well as services that are not paid with the AVC, such as those requiring a contract or service agreement.

II. HOW TO USE THE AVC

The AVC is very easy to use. The following link provides information on the use and administration of the card: <http://www.sea.siemens.com/support/avcabout.asp>

III. DESCRIPTION OF SERVICES

This document covers the standard and optional services offered by the following Technical Support Centers of Siemens Energy & Automation, INC:

- Johnson City – Automation Products
- Spring House – Process Automation Systems
- Johnson City/Norcross – Drive Products
- Elk Grove Village – MCS Machine Tool



STANDARD TECHNICAL SUPPORT	AVC Units
Standard Telephone Service	0
Email Support	0
Fax Support	0
TECHNICAL SUPPORT OPTIONS	
Priority	100
24 Hour Weekday	100
24 Hour Weekend/Holiday	300
Mature	200
Extended < 4 Hours	500
Personal Contact	Contract
24-hr. Personal Contact	Contract
Remote Diagnostics	Contract

A. STANDARD TECHNICAL SUPPORT (Complementary Services)

1. Standard Telephone Support

Standard Telephone Support is post-sale technical support of automation and drive products. Technical Support at Siemens can be reached by calling 800-333-7421. Technical Support representatives provide assistance on issues pertaining to product operation, basic functionality and installation. All issues are worked chronologically in the order that they come in. Each call is logged using call-tracking software for quality, effectiveness, automated escalation, future reference, and progress reports.

2. E-mail Support

E-mail Support is electronic mail communications to Siemens Technical Support for customer requests, inquiries and file transfers.

3. Fax Support

Fax Support is also electronic communications by way of a dedicated fax number to Technical Support for purposes of requesting information and assistance with Siemens standard products.

4. Availability of Standard Services

Standard Technical Support telephone services are available during Siemens business hours, 8am-5pm in the continental USA, Monday-Friday, excluding Holidays. The standard *response time* is 2 hours under normal operating conditions.

The Standard response time for electronic inquiries is the same as the standard telephone service in the Eastern Time Zone only. Inquiries received during non-business hours in the Eastern Time Zone will have a response time of 2 hours following the start of the next business day.



5. Customer Benefit

- Over-the-Phone real-time technical support
- Configuration consultation for A&D products

B. TECHNICAL SUPPORT OPTIONS

1. Optional Support Services Available By Product Line

Products / Systems	Industrial Automation Systems SIMATIC	PC-based Automation	SIMATIC IT (Manufacturing Execution Systems)	Low-Voltage Controls & Distribution	Electrical Installation Technologie	DC Motors	DC Converters (SIMOREG)	CNC Automation Systems SINUMERIK	Motion Control System SIMOTION	AC Motors	AC Converters (SIMOVERT MASTERDRIVES)	Distributed Drive Solutions (SIMODRIVE POSMO)	ACRAMATIC	Field and Panel Instrumentation	Process Analytics	Weighing Systems SIWAREX	Operator Control and Monitoring Systems SIMATIC HMI	Industrial Communication SIMATIC NET, Internet Pads MO	COMBI-, MICROMASTER	Industrial Microcomputers SICOMP	Industrial PC	RF-Identification Systems MOBY	Power Supplies (SITOP)
Technical Support																							
Priority	X	X	X	X				X	X	X	X	X	X			X	X	X	X		X	X	X
24h	X	X	X	X				X	X	X	X	X	X			X	X	X	X		X	X	X
Mature Products	X	X	X	X				X								X	X	X	X		X	X	X
Extended	X	X	X	X				X	X	X	X	X	X			X	X	X	X		X	X	X
Personal Contact	X	X	X	X				X	X	X	X	X	X			X	X	X	X		X	X	X
Personal Contact 24h	X	X	X	X				X	X	X	X	X	X			X	X	X	X		X	X	X
Remote		X	X	X							X						X	X	X		X	X	X

Legend:

X Service available



2. Priority

Priority reduces the response time from 2 business hours to *next available agent or less than 30 minutes* for telephone consultation and troubleshooting assistance for Siemens standard equipment and systems. “Response time” refers to the period of time starting at the moment the customer makes telephone contact with a Technical Support dispatcher ending at the moment in which a support specialist contacts the customer. “Priority” can only be requested by telephone, not by e-mail or fax. This service level does not apply to non-business hours.

Availability

Monday - Friday, business days: 8am-5pm in the continental USA, excluding holidays.¹

Customer Benefit

Savings in time, cost for projects and downtime through priority controlling of specialist callbacks from Technical Support.

3. 24 hour

24-Hour Support (after-hours) service is Technical Support during Siemens non-business hours including weekends and holidays. The response time is usually less than one hour under normal caseload. The maximum response time is two hours.

Availability

- **Weekday:** Monday – Friday, business days, 5:00pm-8:00am.
- **Weekend/Holiday:** Saturday, Sunday, USA Holidays, 00:01am-12:00am.

Customer Benefit

- Savings in time and cost for projects and downtime through priority controlling of specialist callbacks from Technical Support.
- 24/7, 365 days coverage.

4. Mature Products

Mature Product Support is telephone Technical Support pertaining to the operation, basic functionality and installation of Siemens mature products. In the case of software products, Technical Support will provide *standard support* for one major revision or release level older than the most current release. Revisions or release levels older than this, or products that have been declared obsolete by Siemens will be supported as “Mature.” Refer to the [Siemens Mature Products Global List](#) for a listing of specific products that fall under this category.

Availability

- **Monday - Friday**, business days: 8am-5pm, excluding holidays.

Customer Benefit

- Savings in time and cost in downtime
- Know-how transfer of mature products

¹ The [Johnson](#) City TSC's business hours are 8am-7pm.



5. Extended

Extended service extends beyond “Standard Services” for specific configuration and application questions, or assistance with the definition and resolution of complex problems related to Siemens equipment. Extended service covers virtually any task requested by a customer that would not fall under any of the other services defined in this document. Extended Service is for the processing of queries by Technical Support, which are estimated to exceed one hour.

In cases where the final source and cause of the customer issue is determined to be a defect in the Siemens product, any incurred cost will be credited back to the customer.

Availability

Monday - Friday, business days: 8am-5pm ET, excluding holidays. ²

Customer Benefit

- Savings in time and cost for project timeline
- Know-how transfer
- Consultation help with complex project and application issues

6. Personal Contact

Personal Contact is designed for customers who desire a specific contact person from the Technical Support staff during Siemens normal business hours. All service and support interaction between the customer and Siemens Technical Support will be through this single individual by way of the Technical Support Center central dispatch. These services shall be negotiated on a contractual basis.

Availability

Monday - Friday, business days: 8am-5pm, excluding holidays.

Customer Benefit

- Optimum support, particularly with critical deadlines.
- Know-how transfer
- Fast and direct support
- Always in contact with the same person

7. 24 Hour Personal Contact

This service is an add-on to “Personal Contact Service” extending it to 24-hour coverage. These services shall be negotiated on a contractual basis.

Availability

24 hours/365 days

Customer Benefit

Personal contact is always available 24/7, 365 days a year.

² The Johnson City TSC's business hours are 8am-7pm.



8. Remote Diagnostics Telephone Service

Remote Diagnostics Service is technical support by way of direct Internet or telecommunication connection with the Customer's equipment. This service includes troubleshooting assistance, file transfers, and diagnostic evaluation of system problems and is available during Siemens normal business hours. The Customer must provide tech support personnel with access privileges to their system to perform this service. The customer must also install and set up the modems and telephone lines, where required per Siemens specifications. Siemens will not perform actions that directly influence plant operations. This service requires a signed "Remote Diagnostics Service Waiver," and shall be negotiated on a contractual basis.

Availability

Monday - Friday, business days: 8am-5pm ET, excluding holidays.³

Customer Benefit

- Fast and cost-effective support
- Reduce field service calls
- Time and cost savings
- Reduces risk when implementation direct from the support engineer

³ The Johnson City TSC's business hours are 8am-7pm