



## Advanced Replacement Service

# MAINTAIN AN OPTIMAL INVENTORY OF SPARES

SES Networks provides an Advanced Replacement Service enabling you to continuously maintain a complete set of system spares. This service is an upgrade to the Standard or Extended Warranty Services.

Faulty parts registered through the SES Networks' Return Material Authorisation (RMA) process will be replaced by a working module, shipped by SES Networks within three business days. This enables customers spares inventory to remain whole and ready for restoration replacement when needed.

### Key Features

- Replacement parts shipped within three business days of RMA registration
- Replacement parts delivered INCOTERMS CIP (Carriage and Insurance Paid)
- Faulty parts to be shipped by the customer to SES Networks within 30 days of RMA registration
- RMA can be raised 24x7x365 through the SES Networks Technical Helpdesk
- Troubleshooting and RMA performed by Technical Experts
- Returned faulty parts become property of SES Networks
- Replacement parts shipped to the customer becomes property of the customer

### Benefits

- Continuous spares inventory to remain whole and ready for restoration replacement
- Provide known and predictable operational expenditure
- Protect against pricing variability of repair or replacement costs
- Leverage the economies of scale of SES Networks' equipment spares stock

# SES NETWORKS MAINTAIN SERVICES

The SES Networks Maintain Services have been developed to provide ongoing support to SES Networks customers as part of Lifecycle Services. Maintain services include Field Level Maintenance, Preventive Maintenance, Advanced Replacement, and Standard and Extended Warranty services. Ongoing support provides a critical safety net to ensure that when equipment or software does fail that it is restored as soon as possible causing minimal disruption to end-users.

SES Networks has integrated multiple best-of-breed products from a number of Original Equipment Manufacturers (OEM) to make up its industry leading solution. To ease and simplify support requirements, SES Networks provides a one-stop-shop with warranty and maintenance services from one place, eliminating the need for multiple support agreements.

SES Networks provides both Field Level Maintenance and Preventive Maintenance using a combination of SES Networks field engineers and local or regional partners. All engineers have been trained at SES Networks' training center in Manassas and are regularly updated in the field.

Lifecycle Services provide customers with a comprehensive range of end-to-end services to implement, manage and maintain networks, equipment and terminals for sustained up-time and system availability. Lifecycle Services accelerate time-to-service so customers can focus on their mission and bottom line, not the design, maintenance and operation of complex satellite and terrestrial networks around the world.

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## SES NETWORKS TRAINING COURSES AVAILABLE

Explore new frontiers in learning to gain the technical skills and hands-on experience you need to thrive. Customers, partners, employees, and authorised professionals can take online and instructor-led courses taught by SES Networks technical experts. Students get practical, hands-on learning experiences to help them construct, troubleshoot, repair, and monitor and manage satellite ground systems and related network components for optimum network performance and uptime.

### SES Networks Ground Systems

- O3b001: Tier-2 GD Field Level Practices
- O3b002: Maritime Systems Training
- O3b003: AvL Installation & Commissioning
- O3b004: ViaSat Tier-2 Operations & Maintenance

### SES Networks Online Training

- O3b731: Introduction to SES Networks
- O3b732: Advanced System Fundamentals
- O3b733: Fixed Terminal Site Survey

### GVF Courses

- GVF500: Introduction to Satellite Communications
- GVF510: Core Skills for VSAT Professionals
- GVF520: Satcom Fundamentals
- GVF521: Practical Techniques for VSAT Professionals
- GVF561: Fundamentals for Marine VSAT Operators

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Learn more about SES Networks' full portfolio of services and solutions.  
Website: [ses.com/networks](https://ses.com/networks)

