



VIAVI appreciates a Customer view of repair and calibration. While it is vital to control the repair and calibration processes, acquisition and use of certified parts and maintain a high level of technical competence and capability. It is just as important to provide local support as close to the Customer as feasible. It is these criteria that has driven VIAVI to develop and maintain long term ASP Authorized Service Partners.

Isatel is one of the more experienced and highly qualified organizations that VIAVI has partnered with. This provides their Customers with an advantage of having OEM processes, quality and expertise delivered locally.

Even with something perceived to be a generic service like calibration VIAVI and Isatel have implemented a program where Isatel has VIAVI supplied application specific test stands that not only provide a verification of key specifications but performs the exact tests, processes and routines of the factory repair and calibration centers. In addition, Isatel maintains communication with VIAVI Service and R&D teams to implement the correct firmware and Engineering Changes. Customers can receive the VIAVI Calibration and update the internal calibration dates by using Isatel service.

- Documented VIAVI procedure
- Maintenance and Calibration
- Delivered by factory trained partners
- Local delivery
- Market competitive pricing
- Software, firmware updates
- StrataSync documentation
- VIAVI RMA and processing for failed units