



LM-STAR[®] Performance Based Logistics

Service Level Summary

March 2021





Full Service

- 85% Ao
- Assigned FSR
- Asset Repair
- Spares Access
- SE Access
- Obsolescence tracking
- Access to LMSTAR.com
- SW Tech Refresh

Basic Service

- 70% Ao
- On-Call FSR
- Asset Repair
- Spares Access
- SE Access
- Obsolescence tracking
- Access to LMSTAR.com
- SW Tech Refresh

Limited Service

- 60 Day ROR TAT
- Phone Support FSR
- Asset Repair
- Spares Access
- Obsolescence tracking
- Access to LMSTAR.com
- SW Tech Refresh



Full Service

Intended for TPS Development & High-Risk Production Customers

Basic Service

Intended for Medium & Low Risk Production Customers that need us to do Maintenance

Limited Service

Intended for Low Risk Production Customers that have their own Maintainers and Support Equipment