



Tailored support
for low-end
applications

QorIQ LS1012A, LS1024A, LS1043A and LS1046A Processor Support Plans

APPLICATIONS SUPPORT

- ▶ NXP applications engineering point of contact responsible to help resolve customer issues
- ▶ NXP applications team support for schematics reviews, debugging tools and support
- ▶ Twenty-four hour access to NXP's web-based issue tracking system

PRODUCT OVERVIEW

NXP support plans for QorIQ LS1012A, LS1024A, LS1043A and LS1046A communications processor software are available for all customers. The described support plans apply to NXP's application solution kit (ASK) for QorIQ LS1012A, LS1024A, LS1043A and LS1046A communications processors. NXP offers two tiers of software support plans for these products, allowing customers to tailor the level of support to their project's continuing needs.

These support plans provide our customers with access to NXP's support infrastructure and to new software releases as they become available. These new software releases include many key product updates and feature additions.

Included in all of the support plans is a customer-specific issue tracking system (via voucher), which is unique to every customer's project and facilitates interaction with NXP's software support personnel and engineering community worldwide.



QorIQ LS1012A, LS1024A, LS1043A AND LS1046A SUPPORT PLAN OPTIONS

Support Level	Premium	Plus
Part Numbers—LS1012A	LS1012A-SWSP-PRM	LS1012A-SWSP-PLS
Part Numbers—LS1024A	LS1024A-SWSP-PRM	LS1024A-SWSP-PLS
Part Numbers—LS1043A	LS1043A-SWSP-PRM	LS1043A-SWSP-PLS
Part Numbers—LS1046A	LS1046A-SWSP-PRM	LS1046A-SWSP-PLS
New ASK software releases*	•	•
Assigned a voucher ID for software support issues	•	•
Access to test codes to facilitate early feature integration	•	•
Ability to request custom features	•	
Number of User Accounts	Up to 10	Up to 3
Software support hours included	250	100
Annual Fee	\$50,000	\$25,000

* New ASK Software Releases—Regular updates to the QorIQ LS1012A, LS1024A, LS1043A and LS1046A software are made available via NXP production and patch releases.

SUPPORT FEATURES

- ▶ Priority in front of ALL unpaid support
- ▶ Bypasses generic non-Linux® ASK support staff
- ▶ Next-business-day engagement with Linux software experts
- ▶ Engagement maintained until a resolution has been made
- ▶ Resolutions usually include:
 - Research and answer
 - Workaround recommendations/suggestions
 - Clear identification, acknowledgment and support on identified bugs in the software
- ▶ Engagement with ASK development activities

SYSTEM REQUIREMENTS

- ▶ A compatible browser for issuing service requests to **www.nxp.com/support**
- ▶ A valid **www.nxp.com** account, using a business email address

ADDITIONAL NOTES ON SOFTWARE SUPPORT PLANS

- ▶ Software support plan periods* begin when the voucher ID is provided to the customer.
- ▶ A support plan is applicable to each independent project within the customers' organization.
- ▶ Support plan payments should be renewed annually.
- ▶ Unused hours do not carry over to the next annual support plan period.
- ▶ Support plan fees apply only to standard software features, as identified in the LS1012A, LS1024A, LS1043A and LS1046A processor software features description documents. Additional maintenance fees, as described above, are required for optional features and packages.
- ▶ Customers will be charged a \$30,000 re-engagement fee if there is a lapse between support plan periods.

* **Support plan period: A 12-month term for which software support plan applies, including the start and end dates.**