

# Client Support & Service

## Coverage Comparison

	Premium	Preferred	Basic	Phone Support ONLY	Time & Materials
<b>PHONE SUPPORT</b>	✓	✓	✓	✓	✓
→ Access to trained Client Support Engineers	✓	✓	✓	✓	✓
→ 24 hrs/day, 7 days/week, 365 days/year	✓	✓	✓	✓	
→ 30 minutes or less targeted response time	✓	✓	✓	✓	
→ Unlimited quantity of support requests	✓	✓	✓	✓	
→ 8:00 a.m. – 5:00 p.m. (local time), Monday – Friday <i>excluding holidays</i>					✓
→ 4 hours or less targeted response time					✓
<b>REMOTE SUPPORT</b>	✓	✓	✓	✓	✓
→ Ability to connect remotely to diagnose problems	✓	✓	✓	✓	✓
→ 24 hrs/day, 7 days/week, 365 days/year	✓	✓	✓	✓	
→ Automatic software updates	✓	✓	✓	✓	
→ 8:00 a.m. – 5:00 p.m. (local time), Monday – Friday <i>excluding holidays</i>					✓
<b>ONSITE SERVICE</b>	✓	✓	✓	✓	✓
→ 24 hrs/day, 7 days/week, 365 days/year	✓				
→ 8:00 a.m. – 11:00 p.m. (local time), 7 days/week, 365 days/year		✓			
→ 8:00 a.m. – 5:00 p.m. (local time), Monday – Friday <i>excluding holidays</i>			✓		
→ Unlimited unscheduled onsite visits	✓	✓	✓		
→ Preventive maintenance (quantity varies by product)	✓	✓	✓		
→ All labor & travel costs	✓	✓	✓		
→ All parts costs	✓	✓	✓		
→ 4-hour targeted onsite response time	✓	✓	✓		
→ 6-hour targeted onsite response time				✓	
→ "Best Effort" onsite response time					✓