

Support Options *	Basic	Silver	Gold	
Minor Software Updates (including maintenance releases)	$\checkmark$	$\checkmark$	$\checkmark$	
Major Software Updates			$\checkmark$	
Support Availability:				
5x11 with 1 working day response time	$\checkmark$			
5x11 with 3 working hour response time		$\checkmark$		
24/7 with 2 hour hour response time			$\checkmark$	
Customer Portal:			•	
On-line Customer Support Portal	$\checkmark$	$\checkmark$	$\checkmark$	
On-line Knowledge Base	$\checkmark$	✓	$\checkmark$	
Live, Interactive Webinar Training			$\checkmark$	
Inquire with your Vecima Sales Representative for additional details				

\* Most Vecima products include: 90 days Basic Factory Support

\* Extended Warranty Options are sold separately

Contact Vecima Sales for pricing on combined Support / Extended Warranty packages

Extended Warranty Options *	Basic	Silver	Gold	
In-Warranty Repairs	$\checkmark$	$\checkmark$	$\checkmark$	
Priority Repair Queuing		$\checkmark$	$\checkmark$	
Advance Hardware Replacement			$\checkmark$	
Inquire with your Vecima Sales Representative for additional details				
Factory Warranty Upgrades **	Inquire with your Vecima Sales Representative			

\*\* Factory Warranty Upgrades are available on new products only. Upgrades to Silver or Gold Warranty from Basic Factory Warranty that is included with all products. \* Most Vecima products include: 1-year Basic Factory Warranty (actual warranty period may differ based on specific purchase agreement with Vecima)

\* Support Options are sold separately

\* Extended Warranty must be purchased before the expiry of the initial 2-year term

Contact Vecima Sales for pricing on combined Support / Extended Warranty packages

On-Request Services		
Scheduled On-site Support or Training	Charged daily plus travel and expenses	
	2 day minimum	
	2 weeks minimum advance notice	
Emergency On-site Support	Charged daily plus travel and expenses	
	2 day minimum	
	2 days minimum advance notice	
Live, Interactive Webinar Training	Minimum base fee per session applies	
	Includes first 10 attendees for 2 hours	
	Additional charge per attendee for more than 10 attendees and/or more than 2 hours	
Inquire with your Vecima Sales Representative for additional details		



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