

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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