



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

\* 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
<b>In-Warranty Repairs</b>	✓	✓	✓
<b>Priority Repair Queuing</b>		✓	✓
<b>Advance Hardware Replacement</b>			✓
<b>Inquire with your Vecima Sales Representative for additional details</b>			
<b>Factory Warranty Upgrades **</b>	<b>Inquire with your Vecima Sales Representative</b>		

\* 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

\*\* 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.

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