



## **Support and Maintenance Definition**

This document describes the various levels of Support and Maintenance available to you the customer from Envivio.

### **Standard Warranty and Support**

Envivio warrants software products for 90 days from date of shipment and hardware products for 12 months. This warranty is included in the purchase price of Envivio's products. You will also receive free product support from Envivio's sales engineering staff for the initial 30 days from product shipment. This support is limited to issues relating directly to the products shipped and is provided on a best efforts basis without any response time guarantees.

### **Extended Support**

If you wish to have guaranteed support response times, support beyond the initial 30 day period, and support with issues not directly relating to the products supplied, such as assistance with network configuration, you should consider either the Silver or Gold support packages.

### **Extended Warranty**

If you purchase a Silver or Gold support package you will receive extended warranty for products whose manufacturing warranty has expired. Envivio's standard warranty is 12 months for hardware and 90 days for software. Even if you decided not to take out a support contract for the first year you can for subsequent years, although you must take out the support contract before the standard warranty expires. Extended warranty will ensure you have a known cost base for the repair of faulty equipment.

### **Code Upgrades**

Code upgrades allow you to get the latest performance for your investment. Envivio is making rapid improvements to the performance and features of all of our products. On average we release code upgrades for each product twice a year and more frequently for the key encoder products. An Envivio support and maintenance contract will give you access to these product enhancements as user-installable software or firmware upgrade packs. You will be notified by Envivio as soon as code upgrades are available.

### **Working Week Support**

Envivio operates customer support centers in USA, France, China and Japan. By taking out our Silver Support program you will have access to one of these support centers during their normal working hours. These are typically



9am – 5pm local time. You will be able to report issues around the clock on a phone number, fax line and email address dedicated to support issues. You will receive a response from Envivio within 24 hours.

### **24 x 7 Support**

Envivio’s Gold Support package will give you access to all of Envivio’s customer support centers. You will also have access to a customer support 24x7 hotline where you will receive a response within 4 hours.

### **Training Discounts**

With a Silver or Gold support contract you will be entitled to discounts on training from Envivio. These discounts are detailed in the table below.

### **Advance Repair Exchange**

With a Gold Plus support contract you are ensured of low down time thanks to our Advance Repair Exchange scheme. Once Envivio has issued an RMA for a faulty unit we will ship a support unit to your facility for you to use while your unit is being repaired. These units are exchanged back once your unit is repaired.

### **Priority Repair**

With a Silver or Gold support contract you will be given priority for repair of a faulty product. Target repair times are shown in the table below.

### **Platinum Support**

Envivio offers a Platinum Support contract for customers who have specific support requirements that are not covered by Envivio’s standard offerings. Please contact your local Envivio reseller or sales representative for details.

<b>Item</b>	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>
Code Upgrades	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extended Warranty		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Working Week Support		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24/7 Support			<input checked="" type="checkbox"/>
Training Discounts		15%	30%
Priority Product Repair		15 Days	10 Days
Advance Repair Exchange			Optional (Gold Plus)