



Why renew your annual support contract?

- ✓ Unlimited helpdesk technical support
- ✓ Log support tickets online 24/7
- ✓ Free technical updates
- ✓ Hardware warranty (for call recording hardware)
- ✓ Discounted upgrades to new software versions

What is the difference between support levels?

Silver	Gold	Platinum
<ul style="list-style-type: none"> ✓ Next day response ✓ Ticket / Training Centre access ✓ Telephone access to support desk ✓ Maintenance Upgrades ✓ Regular system Health Server checks 	<ul style="list-style-type: none"> ✓ 4 hour response <p>Silver features <i>plus</i>:</p> <ul style="list-style-type: none"> ✓ Software Assurance 	<ul style="list-style-type: none"> ✓ 1 hour response <p>Gold features <i>plus</i>:</p> <ul style="list-style-type: none"> ✓ 1 remote training session ✓ Remote re-installation ✓ Direct Customer (End-User Support) ✓ Advanced Health Server checks ✓ 24x7 support

What happens if I don't renew?

Customers without support only have access to our online knowledgebase. Please note that continuous support is required. If support lapses, a reinstatement fee is incurred upon renewal.