

## Premier Support Agreement Benefits

	Premier Support
Manufacturer warranty process advice	✓
Contact via telephone, email, video, technical support 8:00 to 18:00 GMT	✓
Assistance with return for repair/replacement	✓
Remote video conferencing training	✓
Control system programming support	✓
Video conferencing software updates/upgrades	✓
24 hour video conferencing test facility	✓
Technical support remote access	✓

## Premier Plus Support Agreement Benefits

	Premier Plus Support
Manufacturer warranty process advice	✓
Contact via telephone, email, video, technical support 8:00 to 18:00 GMT	✓
Assistance with return for repair/replacement	✓
Remote video conferencing training	✓
Control system programming support	✓
Video conferencing software updates/upgrades	✓
24 hour video conferencing test facility	✓
On-site engineering resource	✓
Technical support remote access	✓
Advanced parts replacement for all video conferencing systems	✓
Maintenance visit	✓