



ExaCare™

Flexible Support Options

In the complex world of communications where uptime is imperative, maintaining interoperability is challenging. It's vital to monitor and address issues as they arise. By maintaining ExaCare™ annually, Exacom is authorized to work with a customer and ensure they have the latest software, interoperability enhancements, and technical expertise.

| | ESSENTIALS | GOLD | PLATINUM CHANNEL PARTNERS ONLY |
|---|------------|------|--------------------------------------|
| Hardware Warranty On Exacom-Provided Platform Provided Support Is Current. If Support Is Not Continuous, Hardware Warranty Is Limited To 1 year. | ✓ | ✓ | ✓ |
| Software Assurance Software Patches, Minor Releases & Integration Modifications | ✓ | ✓ | ✓ |
| Authorized Remote Support To Assist In Updating Systems With Eligible Releases | ✓ | ✓ | ✓ |
| Discounted Hardware Replacement/Refresh For Computer Platform At End Of Year 5 | ✓ | ✓ | ✓ |
| Authorized Remote Support 8 X 5 Excluding Holidays & Weekends | ✓ | ✓ | ✓ |
| Emergency 24 X 7 Call-In Number For After Hours Support | ✓ | ✓ | ✓ |
| Access To Exacom Online Support Portal | ✓ | ✓ | ✓ |
| Authorized On-Site Support Tier 2 As Necessary For Exacom Customer | Available* | ✓ | ✓ |
| Advanced Hardware Replacement On Analog/Digital Line Cards | | ✓ | ✓ |
| Annual Health/Performance Check Where Possible | | ✓ | ✓ |
| Authorized Remote Support Provided Directly To End Customer | | | ✓ |

*Premium Rate, Travel Charged Separately

CONTACT US TO DISCUSS YOUR RECORDING NEEDS:

EXACOM.COM / 603.228.0706 / SALESINFO@EXACOM.COM

