

# MDS Premium Technical Support

## Three Types of Support Available

GE's MDS technical services team now offers industry-leading premium technical support. Customers who select this service will receive priority service above the free basic service provided to all GE MDS customers.

### Basic Service

- 9am to 5pm EST Basic Phone Support
- Free to all GE MDS customers
- Response within 24 to 48 hours

### Gold Assurance Plan

- 24/7/365 Basic Phone Support
- eSupport (Priority screening of case)
- 24/7/365 Priority Phone Support
- Case updates guaranteed every 24 hours.
- Access to RF and Network Engineers for quick resolution to your issues.
- Web-to-Case Portal Access (eSupport)

### Platinum Assurance Plan

- 24/7/365 Basic Phone Support
- eSupport (Priority screening of case)
- 24/7/365 Priority Phone Support
- 1 Business Day Spare shipment
- Discounted On Site Support (Option)
- Access to RF and Network Engineers for quick resolution to your issues.
- Web-to-Case Portal Access (eSupport)



## Advantages

- Industry Leading GE MDS Tech support
- Access to experienced Tech Support Personnel
- Gain priority for faster resolution
- Immediately directed to Tier 2 or Tier 3 support.
- 24/7 Premium call center number access



## Premium Support Summary

	Basic Services	Gold Assurance Plan	Platinum Assurance Plan
Hardware Warranty	✓	✓	✓
Software Updates	✓	✓	✓
Extended Hardware Warranty	Available	Available	Available
9x5 Basic Phone Support	✓		
24/7/365 Basic Phone Support		✓	✓
eSupport (Priority screening of Case)		✓	✓
24/7/365 Priority Phone Support			✓
1 Business Day Spare Shipment			✓
On Site Support (Option)			✓

## Response / Escalation Policies

### Gold Assurance PLAN:

(Basic Service + 24/7/365 Basic Phone Support + Web-to-Case Portal Access (eSupport))

RESPONSE / ESCALATION POLICIES	
Initial Response	Within 12hrs
Fix	Within 12 hours if code does not have to be modified, if fix requires code modification, a work around will be available in 24 hours
Frequency of Update	Every business day
Action	Work continuously until resolved
Patch / Workaround Provided	As required

### Platinum Assurance PLAN:

(Basic Service + 24/7/365 Priority Phone Support + Web-to-Case Portal Access (eSupport), 1 Business Day Spares based on 1% of Sales)

RESPONSE / ESCALATION POLICIES	
Initial Response	Within 4hrs
Fix	Within 4 hours if code does not have to be modified, if fix requires code modification, a work around will be available in 12 hours
Frequency of Update	Every business day
Action	Work continuously until resolved
Patch / Workaround Provided	As required

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