

## Customer Care Protection Plans

Plan Features	Basic Support Package	Preferred Support Package	Preferred Plus Support Package
24x7x365 Answering Service at 877-442-3555	✓	✓	✓
Client Service Web Portal	✓	✓	✓
Semi-annual preventative maintenance visits	✓	✓	✓
Vistacom's call center tracks open trouble tickets until resolved	✓	✓	✓
Maintain original manufacturer's equipment warranty	✓	✓	✓
Unlimited Business Hours Help Desk telephone support at 877-442-3555		✓	✓
A trained and certified technician will be dispatched to arrive on-site next business day		✓	✓
Helpdesk performs preliminary troubleshooting via telephone remote diagnosis, and/or video test call to better identify problem(s)		✓	✓
Manufacturer required software maintenance coverage including debugging, patches, firmware upgrades		✓	✓
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Annual refresher training session		✓	✓
Guaranteed two-hour telephone response time		✓	✓
All required service repair labor included		✓	✓
Extended equipment warranty and repair parts			✓
For videoconferencing equipment, parts shipped same day when service call is received prior to 2:00 PM EST (shipping is included for the Contiguous U.S.)			✓
One free projector lamp exchange per year			✓
Minor control system programming updates (performed at time of preventative maintenance sessions)			✓
20% off MSRP on lifecycle replacement equipment including free installation			✓