



Service Plans

Standard 90-Day Service Agreement

- Software updates at no additional cost, as required
- RMA services with 30-day turnaround

Silver Service Agreement *

- Extends Standard Agreement to one year from initial product shipment

Gold Service Agreement *

- All aspects of Silver Agreement
- Phone support during office hours
- RMA services with 10-day turnaround

Platinum Service Agreement *

- All aspects of Gold Agreement
- Custom options could include:
 - » 24/7 phone support
 - » Priority escalation
 - » Onsite services

* Discount available with purchase of three-year service agreement.

Service **Agreement** Program

Optimize your 3eTI investment throughout its lifecycle

Comprehensive support and maintenance services are essential to ensure high availability and top performance of all 3eTI infrastructure products throughout their lifecycle. 3eTI enables you to effectively deploy and administer our solutions and standalone products — allowing you to achieve the greatest returns from your investment and ensure you manage your ever-changing IT environment.

Technical support engineers quickly diagnose and resolve issues encountered with appliance hardware and software with product version and feature set upgrades for 3eTI devices. If applicable, receive repair or replacement of hardware for malfunctioning appliances to minimize the risk of downtime to your organization. All service agreements also provide the latest upgrades to software components of hardware platforms. Three options are available outside of the standard 90-day agreement.



3eTI

Standard 90-Day Service Agreement

Included with all product sales, the Standard 90-Day Service Agreement offers coverage from Monday through Friday, 0900 – 1700 EST, excluding US government holidays. All requests for support and assistance will be logged with the Customer Support Center by emailing support@ultra-3eti.com, or completing the Technical Support request form on 3eTI's website. 3eTI support engineers will automatically be notified of all new requests and will respond accordingly. This agreement also includes no-charge RMA services with a 30 business day turnaround. Coverage begins the day the product ships.

Silver Service Agreement (yearly)

The Silver Service Agreement extends the 90-Day Agreement 275 days, to one year after the initial shipment date. Additional years begin and end on the shipment anniversary.

Gold Extended Service Agreement (yearly)

The Gold Extended Service Agreement includes all aspects of the Silver Service Agreement. The Gold Agreement also includes phone support Monday – Friday, 0900 – 1700 EST, excluding US Government holidays, and no-charge RMA services with a 10 business day turnaround.

Platinum Extended Service Agreement (yearly)

3eTI's Platinum Extended Service Agreement can protect your investment by extending the life of your critical systems while at the same time reducing operating costs. The Platinum Service Agreement is customized to meet your organization's specific and unique IT needs with options such as extended hours, longer call-times, overnight RMAs or even site visits. Ensure reliable service and optimum performance anytime.

Onsite Maintenance

Onsite support refers to all requirements for 3eTI staff to attend site in order to troubleshoot support issues, carry out installations and/or upgrades. Onsite support is not included in Standard 90-Day, Silver, or Gold Service Agreements.

For pricing or additional information regarding 3eTI's Support Services, call 1 800-449-3eTI (3384) or email sales@ultra-3eti.com to have a representative contact you.

Request a quote:

sales@ultra-3eti.com
1 800-449-3eTI (3384) Ext. 2
1 301-670-6779 Ext.2

Customer Support Center:

support@ultra-3eti.com
1 800-449-3eTI (3384) Ext. 3
1 301-670-6779 Ext. 3

