



















| | Support Only Renewal | Full Coverage Renewal | Out of Warranty |
|-----------------------------|---|---|---|
| Software Updates |  |  |  |
| Support Phone Hours | 9:00A – 9:00P EST 7 Days | 9:00A – 9:00P EST 7 Days | 9:00A – 5:00P EST Weekdays Only |
| Response Time | Less than 2 hrs | Less than 2 hrs | Next Business Day |
| Developer Level Support |  |  |  |
| Online Training Sessions |  |  |  |
| Remote Access by LogMeIn |  |  |  |
| Replacement Parts |  |  |  |
| RMA Shipping Covered |  |  |  |