

Genuitec Technical Support Services

Standard World-class Product Support

All Genuitec products include world-class support via our staff and community supported forums. Subscription products also include free upgrade to newer releases of software during the subscription period.

Advanced Service Agreements

Genuitec offers service agreements to address your individual support needs. Support agreements may be purchased on an annual basis and include the following:

- Annual quality and optimization review
- Priority support system access with fast response time
- Discounted rates for custom services
- Preview development builds for upcoming product and bug fix releases with early access to roadmaps
- Web-based collaborative sessions to address individual technical needs

Number of Users	Service Agreement	Web Support Sessions/Quarter**	Support Contacts*
0-50	\$1,000	1	1
51-100	\$1,800	1	2
101-200	\$3,000	2	2
201-300	\$4,300	3	2
301-400	\$5,400	4	2
401-500	\$6,300	5	2
501 or more	\$7,000	6	3

* Number of direct client channels into premium services

**Quarterly sessions may not be rolled over, and a session is bounded to at most 2 hours.

Web Support Sessions

Schedule dedicated time with one of our skilled technicians to address product specific support or training. Sessions are up to 2 hours in length. To be scheduled within 72-hours of purchase.

\$250/session with a Service Agreement \$500/session without a Service Agreement

Custom Services

Genuitec offers custom services and new feature technologies that may be purchased on as needed basis. If you have specific needs, please contact Genuitec sales directly with your requirements: sales@genuitec.com