

Sierra Support Agreement

Benefits of Sierra Support Agreement

Choice of term periods
1- or 3-year programs

Unlimited Support
Unlimited email and telephone support

Free Upgrades
Software upgrades are free for the life of the support agreement

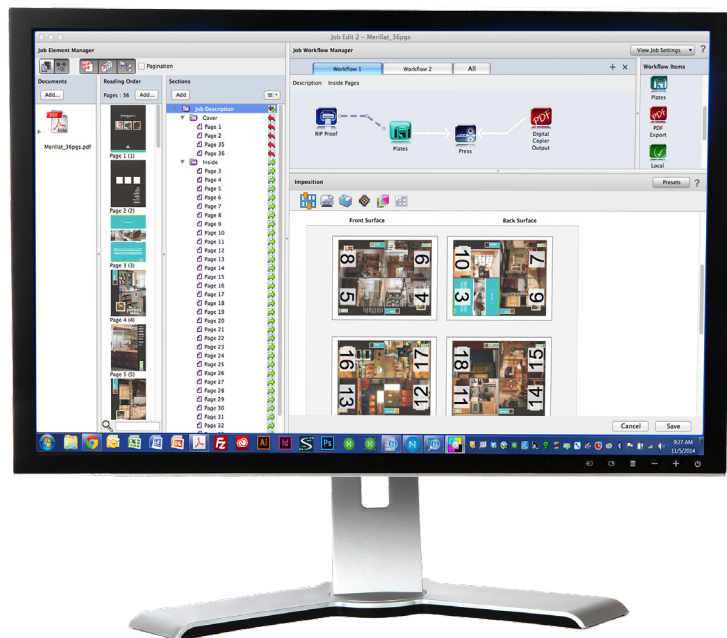
Protection
Protection for your software key and Xitron interface and cables

Priority Call Handling
Support Agreement Users receive priority handling of calls and emails

Sierra Support Agreement Features

Xitron's Sierra support program helps you protect your workflow investment long after the normal warranty period. Sierra Support Agreements provide all the benefits listed here on an annual renewal basis. An optional 3 year plan is also available.

Xitron goes the distance in responding to your telephone and email questions. Using advanced Web technology, our specialists can quickly diagnose your problem as if they are sitting right next to you. This means less down time and less overall cost to you.



Sierra Support Agreement

Unlimited Phone & Email Support

Xitron customers enjoy unlimited support via telephone and email. Xitron's technical staff is available from 8am until 6pm EST every business day.

Free Upgrades, Discounted Services

Xitron offers free upgrades of all major software releases to users covered by support agreements. Supported customers also receive a **10% discount on both remote and supplemental onsite installation and training** (*New operator training is not available over the web*).

Software Key Coverage

Sierra support includes replacement coverage on RIP and workflow software key(s). Customers pay only the cost of returning the defective dongle to Xitron.

Interface Card & Cable Coverage

Xitron interface cards and cables are designed to provide years of uninterrupted service. However, should an interface card or cable fail, supported customers receive free replacement, paying only for ground shipment

to return the defective parts.

Priority Support Response

Sierra support customers receive top priority in response to their telephone and email inquiries.

Renewals

Annual renewals are available for your Sierra workflow. These offer the same features and benefits as the initial support agreement with the exception of support on the computer platform, which is offered only at the time of original purchase.

Reinstatement fees apply if support agreement is not renewed

