

visionrt



Customer Support

World-Class Customer Support

Three levels of coverage one level of service

At Vision RT the knowledge, experience and dedication of our factory trained Field Service Engineers and Clinical Applications Support Specialists provide you with the highest level of customer support possible, regardless of which level of coverage you choose.

A Vision RT customer support package is your guarantee of continuity, reliability and efficiency. Our customer support packages provide the reliable and comprehensive support you and your patients require to safeguard your technology investment. Whichever coverage level you choose, you can be sure of the following:

- Unrivalled clinical, technical and organizational expertise
- Certified Application Support Specialists
- A network of Field Service Engineers to provide support wherever you are
- Customer support solutions to fulfil your desired service levels
- Stability, reliability and value for your organization

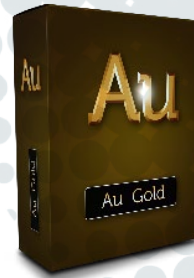


Ag Silver

At the Silver support level, our customers enjoy unlimited telephone access¹ to our dedicated and knowledgeable technical support and clinical applications support staff.

In addition, remote support via WebEx, enables our staff to identify and rectify problems quickly, and in most cases without the need to visit the customer's site.

1. Monday to Friday 8:00 am to 8:00 pm EST.



Au Gold

At the Gold support level, an annual maintenance visit and emergency breakdown cover² complement the coverage of Silver level.

In addition, software updates and upgrades are included along with WebEx user training, if and when required, and access to our on-line training website.

2. Time, material (spare parts, if required) and travel costs included.



Pt Platinum

At the Platinum³ support level, a one-time workstation upgrade is included along with a one person user training credit for off-site training at our US Customer Support Center.

In addition, customers have the option to include new software modules, hardware upgrades and additions as well as peer-to-peer training.

3. Platinum level requires a multi-year contract for a minimum of three years.

Support Coverage	Ag Silver	Au Gold	Pt Platinum
Telephone support line - Applications support ¹	●	●	●
Telephone support line - Technical support ¹	●	●	●
WebEx remote support ²	●	●	●
On-line Helpdesk	●	●	●
Annual maintenance visit	-	●	●
Emergency breakdown visits	-	●	●
Spare parts	-	●	●
Software updates ³	-	●	●
Software upgrades ⁴	-	●	●
On-line training via E-learning	-	●	●
WebEx user training for software upgrades	-	●	●
Computer hardware refresh	-	-	●
User training ⁵	-	-	●
New software modules	-	-	○
Hardware upgrades and additions	-	-	○
Peer-to-peer training	-	-	○
Call back response time	<24 hours	< 1 hour	< 1 hour

● Included ○ Optional - Not applicable

All contracts are subject to Vision RT's Terms and Conditions of Customer Support. 1. Monday to Friday 8:00 am to 8:00 pm EST. 2. Customer contractually required to provide internet connectivity to the product workstation to allow Vision RT WebEx access. 3. Minor revisions, including bug fixes. 4. Enhancements to existing functionality. 5. Credit for one person valid for the duration of the contract (travel and subsistence included) for off-site training at our North American Customer Support Center.



North American Customer Support
Vision RT Inc, 3565 Ellicott Mills Drive, Suite C1, Ellicott City, MD 21043
T: 866 594 5443 F: 443 769 1558 Email: support@visionrt.com

Email: sales@visionrt.com Website: www.visionrt.com

Corporate Headquarters
Vision RT Ltd, Dove House, Arcadia Avenue, London N3 2JU, UK
T: +44 20 8346 4300 F: +44 20 8346 4634

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