

## WIN-911 Customer Care Subscription

	Without	Basic	Premium	MCS
Self-Help KBs and Documentation	✓	✓	✓	✓
Self-Help Videos	✓	✓	✓	✓
Live Technical Support		Mon-Fri 8:00-17:00 CST	Mon-Fri 7:00-19:00 CST	24/7/365
Support Portal		✓	✓	✓
Video/Phone		✓	✓	✓
Email		✓	✓	✓
Remote Assistance		✓	✓	✓
Version Upgrades & Software Updates		✓	✓	✓
Software Patches & Fixes		✓	✓	✓
License Transfers		✓	✓	✓
License Recovery		✓	✓	✓
Guaranteed SLA Response Time		3 hrs	1.5 hrs	30 mins
Priority Queuing			✓	✓
Host Mobile Gateway on Azure		1 <sup>st</sup> year only	✓	✓
Training & Consulting			✓	✓
Technical Account Manager				✓
Installation/Upgrade Assistance				✓

- **Without Customer Care:** Customers with an expired Customer Care Subscription (CCS).
- **Basic Customer Care:** The first year is included with perpetual licenses and always included with subscription licensing.
- **Premium Customer Care:** Can be added to all perpetual and subscription licenses.
- **Mission Critical Support (MCS):** Can be added to all perpetual and subscription licenses. (North America only)

## **Self-Help Knowledge Base, Documentation & Videos**

Documentation, knowledge base articles, how-to videos, and technical webinars are available 24/7 at [www.win911.com](http://www.win911.com).

## **Live Technical Support**

Live technical support services include opening a support ticket through the WIN-911 Support Portal, telephone support, email support, and remote assistance through TeamViewer.

### **Support Hours:**

- Americas:
  - Basic: Monday through Friday, 8:00a to 5:00p CST
  - Premium: Monday through Friday 7:00a to 7:00p CST
  - Mission Critical Support: 7 days per week, 24 hours per day
- EMEA & APAC:
  - Basic: Monday through Friday, 8:00a to 5:00p CET
  - Premium: Monday through Friday 7:00a to 7:00p CET

**Support Portal:** The WIN-911 Support Portal, available through [www.win911.com](http://www.win911.com), is the most efficient method to log an issue and receive technical support. Once the ticket is submitted through the WIN-911 Support Portal, you may correspond over email, telephone, or remote assistance. <https://supportdesk.win911.com/s/contactsupport>

Premium Support customers are required to use the Support Portal to open an ticket during extended hours (Monday through Friday 7:00a-8:00a & 5:00p-7:00p), since the operators will not be available to answer the phone.

### **Telephone Support:**

- Americas: (800) 331-8740 x3 or 1 (512) 326-1011 x3
- EMEA & APAC: +33 (0)6 89 30 36 58

Premium Support customers are required to use the Support Portal to open an ticket during extended hours (Monday through Friday 7:00a-8:00a & 5:00p-7:00p), since the operators will not be available to answer the phone.

### **Remote Assistance:**

WIN-911 Software can provide technical support via TeamViewer and provides an option for customers to download the TeamViewer Quick Support client

<https://www.win911.com/support/remote-support/>

*Customers with an expired Customer Care Subscription (CCS) who need live technical support will need to renew their agreement, or they can purchase a one-time support case for \$400 per issue.*

## **Software Updates, Version Upgrades, Patches, and Fixes**

Version upgrades provide an upgrade path to the latest version of WIN-911 within the same license tier. New major releases are available quarterly. Security patches and bug fixes are included with major version releases, service packs, or patches. Software update commitments include support for strategic partner SCADA releases within 3 months, support for Microsoft operating system releases within 1 month, and support for iOS & Android major releases within 2 weeks. *Customers with an expired Customer Care Subscription who want to upgrade will need to renew their CCS agreement.*

## **License Transfers/Recovery**

License transfers to a new computer and license recovery will require the customer to submit a license request through the WIN-911 License Activation page on [www.win911.com](http://www.win911.com).

<https://www.win911.com/relocate-or-recover-a-license/>.

*Customers with an expired Customer Care Subscription will be asked to renew their agreement, or they can purchase a one-time license transfer/recovery for \$100.*

## **Guaranteed SLA Response Time**

The Service Level Agreement guarantees a response within a specified amount of time. This is based on the Customer Care Subscription tier, within the hours of operation covered by each.

- **Basic:** 3 hours SLA (ticket opened by 2:00p CST/CET Mon-Friday)
- **Premium:** 1.5 hours SLA (ticket opened by 5:30p CST/CET Mon-Fri)
- **MCS:** 30 minutes SLA

## **Priority Call Queuing**

Premium CCS customers have priority queuing over Basic CCS customers. MCS customers have priority queuing over Premium CCS customers.

## **Host Mobile Gateway on Azure**

WIN-911 Interactive and Advanced customers using WIN-911 Mobile require the Mobile Gateway Hosting on Microsoft Azure. WIN-911 Mobile is a best in class mobile solution that provides notifications and remote access to WIN-911 systems with iOS and Android mobile devices by leveraging Microsoft's Azure cloud services. WIN-911/Interactive and WIN-911/Advanced licenses include the first year of WIN-911 Mobile access with a Basic Customer Care Subscription. The following year will require the user to renew the Premium or MCS tier to maintain WIN-911 Mobile functionality.

## **Training & Consulting**

WIN-911 provides hands-on virtual training from our technical trainer, with best-practice guidance and recommendations for your specific deployment requirements. Training can be 1-on-1 or provided to a group to ensure your team is confident and ready to deploy and configure WIN-911. *Basic CCS customers can purchase Training & Consulting at \$250.00/hr (2-hour minimum).*

### **Technical Account Manager (TAM)**

Technical Account Managers are your designated point of contact, focused on your success, and backed by a team of remote support experts. Each Mission Critical Support account has a dedicated TAM assigned.

### **Installation/Upgrade Assistance**

A WIN-911 technical expert can be scheduled to virtually assist your system administrator or system integrator in the entire installation and upgrade process. MCS customers will have the advantage of working with their Technical Account Manager to schedule, facilitate, and support installations and upgrades.

*Basic and Premium CCS customers can purchase Installation/Upgrade Assistance at \$200/hr (4-hour minimum).*