



The World's Most Widely Used Alarm Notification Platform in Industry and IIoT

WIN-911 Customer Care Subscription

*Starting from the time the software is licensed, each WIN-911 purchase includes **one-year** WIN-911 Customer Care Subscription. WIN-911 Customer Care Subscriptions are the replacement for Annual Software Maintenance and Support.*

Customer Care Subscriptions enable you to receive live technical support, product updates, complimentary upgrades to the latest release of our products, license transfers, license recovery, AND continued access to WIN-911 Mobile (smartphone apps for WIN-911 Interactive and Advanced versions).

Live Technical Support

Live technical support requires a valid Customer Care Subscription. Technical Support services included: Opening a support case through the Support Portal; Telephone support; Email support; Remote Assistance through TeamViewer.

Support Hours:

U.S. Office:

Monday through Friday 8 a.m. to 5 p.m. CST (GMT -05:00)

Phone: 800.331.8740 x3 or 512.326.1011 x3

Support Desk: <https://supportdesk.win911.com/support/tickets/new>

European Office:

Monday through Friday 08:00 to 17:00 CET (GMT +02:00)

Phone: +33 6 89 30 36 58

Email: <https://supportdesk.win911.com/support/tickets/new>

The WIN-911 Support Portal, available through win911.com, is the most efficient method to log an issue and receive technical support.

<https://supportdesk.win911.com/support/tickets/new>

Customers with an expired Customer Care Subscription who need live technical support will be asked to renew their agreement, or they can purchase one-time support for \$250 per issue.

Complimentary Upgrades

Complimentary upgrades are available for customers with a valid Customer Care Subscription.

Complimentary upgrades include:

WIN-911 Standard, Interactive or Advanced customers can upgrade at any time to the latest release of WIN-911. New releases are available quarterly.

WIN-911 Version 7 Pro, Basic, Lite customers can upgrade to the latest version (WIN-911 v7.17), AND they are eligible to upgrade to WIN-911 Standard or WIN-911 Interactive. WIN-911 Basic licenses upgrade to WIN-911 Standard and WIN-911 Pro licenses upgrade to WIN-911 Interactive. More details are available at win911.com. You can compare license levels at <https://www.win911.com/products/compare-products/>.

Customers with an expired Customer Care Subscription who want to upgrade will be asked to renew their agreement.

License Recovery & Transfers

License transfers and license recovery require a valid Customer Care Subscription. WIN-911 Standard, Interactive, and Advanced customers will submit their license requests through the WIN-911 License Activation page on win911.com.

<https://www.win911.com/win-911-license/>

WIN-911 Version 7 Pro, Basic, Lite customers will provide their license request through email.

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.

WIN-911 Mobile (Smartphone apps)

Interactive and Advanced customers using WIN-911 Mobile are REQUIRED to maintain a Customer Care Subscription. Failure to do so will disable the Mobile app functionality.

WIN-911 Mobile provides notifications and remote access to WIN-911 systems with iOS and Android mobile devices by leveraging Microsoft's Azure cloud services. WIN-911 Mobile users will be provided with an account that allows your WIN-911 Mobile Gateway access to WIN-911 Mobile Cloud Services. Each Gateway account is unique to a WIN-911 installation.

Customer Care Subscription Renewal

To ensure continued support for WIN-911, you will need to renew your Customer Care Subscription. The first renewal date is **one year** from the date the WIN-911 license is issued. After that, the Customer Care Subscription renews annually.

WIN-911 provides Customer Care Subscription renewal invoices 90 days before expiration, again at 45 days, and at expiration. Renewal invoices are sent to the key customer contact provided to WIN-911 at the time of licensing. Customer Care Subscriptions can be renewed any time before expiration.

Pricing:

- WIN-911 Standard, Interactive, Advanced customers:

Part Number	Description	Price
CCS/Advanced	Customer Care Subscription for a WIN-911/Advanced license.	\$880.00
CCS/Interactive	Customer Care Subscription for a WIN-911/Interactive license.	\$660.00
CCS/Standard	Customer Care Subscription for a WIN-911/Standard license.	\$440.00
CCS/Advanced-HB	Customer Care Subscription for WIN-911/Advanced-HB license.	\$660.00
CCS/Interactive-HB	Customer Care Subscription for WIN-911/Interactive-HB license.	\$500.00
CCS/Standard-HB	Customer Care Subscription for WIN-911/Standard-HB license.	\$330.00

- WIN-911 Version 7 Basic & PRO customers:

Part Number	Description	Price
WIN-911/Maint-R	Annual Renewal of Customer Care Subscription for WIN-911/PRO.	\$660.00

Customers who have let their Software Maintenance & Support / Customer Care Subscription coverage lapse will pay retroactively for up to 24 months from the date of expiration. New dates for retroactive coverage begin from the expiration date of the Customer Care Subscription. For Customer Care Subscriptions coverage lapsed for more than 24 months, customers will have an option pay a flat upgrade fee which includes a **one-year** Customer Care Subscription from date of purchase.

Customer Care Subscription Renewal Pricing subject to change annually.

WIN-911[®]
SOFTWARE

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