

Customer Care Plans

The following table outlines technical product support and services for customers who have either a Subscription License or a Perpetual License. Please note the most significant change is that key new functionality and major version upgrades will only be available with a Subscription license.

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

 **Subscription License**

 **Perpetual License**

	Without	Basic	Premium*	MCS*
Self-Help Documentation & Videos	 	 	 	 
Live Technical Support	---	Normal Business Hours	Extended Business Hours	24/7/365
Guaranteed SLA Response Time	---	3 Hours	1.5 Hours	30 Minutes
Major Version Upgrade	---			
Minor Version Upgrade	---	 	 	 
License Transfers & Recovery	---	 	 	 
Mobile Apps**	---		 	 
Priority Queuing	---	---	 	 
Training & Consulting	---	---	 	 
Technical Account Manager	---	---	---	 
Installation/Upgrade Assistance	---	---	---	 

*Premium and MCS are only available for WIN-911 and the Smart Bundle

**Perpetual Licenses require Premium or MCS for Mobile Apps

Product and Version Lifecycle Policy

Understanding key dates in the product and version lifecycle makes it easier for you to proactively plan and manage the transition to more modern technologies.

<https://smartsights.com/products/end-of-life-policy/>

Self-Help Knowledge Base, Documentation & Videos

Documentation, knowledge base articles, how-to videos, and technical webinars are available 24/7 at www.smartsights.com.

Live Technical Support

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

Support Hours for WIN-911

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

Premium Support customers are required to use the Support Portal to open a ticket during extended hours (Monday through Friday 7:00am–8:00am CST & 5:00pm–7:00pm CST).

Support Hours for XLReporter

- **Basic: Monday through Friday, 8:30am to 5:30pm EST:**

Only Basic support is available.

Support Portal: The SmartSights Support Portal, available at www.smartsights.com, is the most efficient method to log an issue and receive technical support. Once the ticket is submitted through the SmartSights 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 a ticket during extended hours (Monday through Friday 7:00am–8:00am CST & 5:00pm–7:00pm CST).

Telephone Support

- **WIN-911**

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

- **XLReporter**

- Americas: 1 (508) 520-9957

Remote Assistance

SmartSights can provide technical support via TeamViewer and provides an option for customers to download the TeamViewer Quick Support client.

<https://smartsights.com/support/remote-support>

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

Customers with an expired Customer Care plan who want to upgrade will need to purchase a Subscription License. For more information and pricing please contact sales@smartsights.com.

Guaranteed SLA Response Time

The Service Level Agreement guarantees a response within a specified amount of time. This is based on the Customer Care plan 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

License Transfers/Recovery

License transfers to a new computer and license recovery will require the customer to submit a license request through the SmartSights License Activation page on www.smartsights.com.

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

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

Mobile Apps

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.

- **Subscription Licenses:** WIN-911 Pro and Ultimate include WIN-911 Mobile functionality.
- **Perpetual Licenses:** WIN-911 Pro (formerly Interactive) and WIN-911 Ultimate (formerly Advanced) require Premium or MCS tier to maintain WIN-911 Mobile functionality.

Priority Call Queuing

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

Training & Consulting

SmartSights 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 and/or XLReporter.

Customers with Basic Customer Care can purchase Training and Consulting at \$250.00 USD/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 SmartSights 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.

Customers with Basic and Premium Customer Care can purchase Installation/Upgrade Assistance at \$200 USD/hr. (4-hour minimum).

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