

XpressCare Program

XpressCare Program Overview

AVST's XpressCare® Program offers three levels of software maintenance and support, each designed to meet your specific strategic and budgetary requirements. The flexible service plans feature a pricing and support structure that takes the guesswork out of maintenance for your CX-E and CX-H systems. Regardless of the support level you choose, AVST ensures optimal software performance with free software upgrades during the plan term, continued stability, and the ability to add the latest features to your system.

Choose the XpressCare plan that best meets your business needs:

Standard XpressCare

AVST's most popular and cost-effective offering, Standard XpressCare provides full software maintenance and technical support from your Authorized Reseller. Program features:

- Free software upgrades *(during plan term)*
- Support available through an AVST Authorized Reseller
- Access to online technical training courses *(additional cost, free training course credits for systems 24 ports and higher)*
- Available for CX-E and CX-H

Premium XpressCare

Premium XpressCare includes all the benefits of Standard XpressCare as well as direct access to AVST Technical Support for customers who have met AVST technical requirements*. Program features:

- Free software upgrades *(during plan term)*
- 24/7 direct access to AVST Technical Support for employees with technical certification
- Free unlimited online technical training courses
- Available for CX-E and CX-H

*Customer must maintain two employees who have completed AVST online technical training.

Select XpressCare

Select XpressCare is available for customers who wish to obtain direct AVST Tier 1 support (24/7 x 365) rather than receiving support through a reseller. Customers on Select XpressCare are not required to meet technical requirements. Program features:

- Free software upgrades *(during plan term)*
- 24/7 direct Tier 1 AVST Help Desk support
- Access to online technical training courses *(additional cost, free training course credits for systems 24 ports and higher)*
- Periodic system health checks and preventative maintenance
- CX-E remote system monitoring
- MAC work *(additional cost)*
- No technical requirements to meet
- Available for CX-E and CX-H

XpressCare Program Benefits

	Standard XpressCare <i>(CX-E, CX-H)</i>	Premium XpressCare <i>(CX-E, CX-H)</i>	Select XpressCare <i>(CX-E, CX-H)</i>
Free software upgrades (during plan term)	✓	✓	✓
Access to online technical training	✓	Free/Unlimited	✓
Access to AVST Technical Support through Authorized Reseller	✓	✓	
24/7 direct access to AVST Technical Support		✓	
24/7 direct Tier 1 support through AVST Help Desk			✓
CX-E remote system monitoring			✓
MAC (moves, adds, changes) work	Not Available	Not Available	Additional Cost

