



Agilent Software and Informatics

Software Maintenance Agreements At-a-Glance

ENTITLEMENTS	Bronze	Silver	Gold
Maintenance			
Software upgrades	—	✓	✓
Software updates	✓	✓	✓
Software patches	✓	✓	✓
Software service releases	✓	✓	✓
Proactive support			
Quarterly Tel-Well	—	—	✓
Semi-annual operations review	—	—	✓
Annual onsite health check (up to five days)	—	—	✓
End of year report	—	—	✓
Technical Support website	✓	✓	Custom web portal
Software updates, patches and service releases	✓	✓	✓
Online training modules	✓	✓	✓
Technical service notes	✓	✓	✓
Status bulletins and product specifications	✓	✓	✓
User manuals	✓	✓	✓
Product knowledge base	—	—	✓
Support ticket reports	—	—	✓
Remote support			
Email	✓	✓	✓
Phone*	—	✓	✓
Response time			
Priority 1	4 hours	4 hours	4 hours
Priority 2	Next business day	8 hours	4 hours
Priority 3	Next business day	8 hours	8 hours
Priority 4	2 business days	48 hours	24 hours
Priority 5	3 business days	72 hours	48 hours
Coverage hours	Local business (M-F)	Local business (M-F)	Local business (M-F)
Eligible support contacts	1 entitled/trained users	2 entitled/trained users	3 entitled/trained users
Operational assistance	Option	Option	Option
Notes	Available in Asia Pacific only		\$10K incremental covers a single customer site with proactive services

* Including access to Global Informatics Support Engineering Team