



Agilent Software and Informatics

Premium Software Maintenance Agreements At-a-Glance

ENTITLEMENTS	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
Priority 2	8 hours	4 hours
Priority 3	8 hours	8 hours
Priority 4	48 hours	24 hours
Priority 5	72 hours	48 hours
Coverage hours	Local business (M-F)	Local business (M-F)
Eligible support contacts	2 entitled/trained users	3 entitled/trained users
Operational assistance	Option	Option
Notes		\$10K incremental covers a single customer site with proactive services

* Including access to Global Informatics Support Engineering Team