



Agilent Software and Informatics

Asia Pacific Software Maintenance Agreements At-a-Glance

ENTITLEMENTS	Bronze
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	✓
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
Priority 2	Next business day
Priority 3	Next business day
Priority 4	2 business days
Priority 5	3 business days
Coverage hours	Local business (M-F)
Eligible support contacts	1 entitled/trained users
Operational assistance	Option
Notes	Available in Asia Pacific only