

Enterprise Support Services	Basic Maintenance	Essential Support	Business Critical Services*		
			Advanced Access	Remote Product Specialist	Premier—DataCenter, National, & Global
Severity One Initial Response Time Goals	1 hour	30 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8AM–6PM Business hours	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable software upgrades, updates, and patches	◆	◆	◆	◆	◆
Designated Callers	2 per Product Title	6 per Product Title	Unlimited	6 per Product Family	Unlimited
Priority Call Queuing			◆	◆	◆
Direct Access to Advanced Line Engineers			◆	◆	◆
Designated Single Point of Contact				◆	◆
Business Critical Account Manager (BCAM)					◆
Business Critical Engineer (BCE)					◆
Onsite Visits (Fly-to-Site)				Option	◆
Account Reviews					◆
Account Case History Reports					◆
Impact Alerts					◆

*Essential Support is a prerequisite for purchasing any of the Business Critical Services offerings.

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