



ASCOM UNITE MAINTENANCE PLAN KEEP PACE WITH CHANGING NEEDS FOR INTEROPERABILITY AND PERFORMANCE.

Ascom offers Unite Maintenance Plan to provide customers with the updates and assistance required to maintain optimal performance.

BENEFITS

Minimize service requests and upgrade expenses

Accurate maintenance budgets

Safeguard your investment with access to factory experts

Receive advisories straight from the manufacturer

Preferred credentials for access to online tools and information

Technical assistance 24x7

Ascom provides mission critical type coverage for Unite appliances and applications, helping to maximize the fortitude of your communication protocol. No matter whether you rely on Unite to distribute information or to centrally automate the management of your communication systems, you will rest knowing that you have a plan that will keep you current, optimal and safeguarded. Ascom Unite Maintenance Plan participants will receive updates, advisories, credentials and 24x7 technical assistance.

Description of Coverage

Product Upgrades

Ascom will provide software upgrades which include new enhancements and performance improvements.

Product Updates

Ascom will provide software updates which include serviceability improvements, conformance updates, security updates and corrections.

Hardware Replacements

Ascom will replace defective appliance modules used to host Ascom software applications.

Hardware Updates (New)

Ascom will update Elise hardware to support migration programs.

Advisories

Ascom will post and distribute advisories.

Training

Ascom will provide the customer with access to the Ascom Academy and course promotions to support competence initiatives and system management.

Technical Assistance

Ascom will provide dedicated 24x7 assistance and access to the Technical Assistance Center.

Urgent Response

Ascom's team of support experts will respond to requests for technical assistance within 1 hour.

For More Information

To learn more about Ascom Software Maintenance Plans or our products and solutions, visit www.ascom.us or call 877-71ASCOM.