



ASCOM SOFTWARE MAINTENANCE PLAN

KEEP PACE WITH THE CHANGING NEEDS FOR FEATURES, INTEROPERABILITY AND PERFORMANCE.

Ascom offers Software Maintenance Plans 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.

Ascom provides coverage for software applications such as UNITE, Portable Device Manager, Group Communicator and many other mission critical applications. Software coverage is designed to serve each customer and application by supporting efforts for optimal and reliable performance. Ascom network appliance modules that host Ascom software are also covered under this plan.

Description of Coverage

Product Upgrades

Ascom will provide software upgrades which include new features 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.

Advisories

Ascom will post and distribute bulletins and advisories that may impact the customer.

Training

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

Technical Assistance

Ascom will provide dedicated 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 ascomwireless.com or call 877-71ASCOM (877-712-7266).