



## Agilent Software and Informatics

### Premium Software Maintenance Agreements At-a-Glance

ENTITLEMENTS	Silver	Gold
<b>Maintenance</b>		
Software upgrades	✓	✓
Software updates	✓	✓
Software patches	✓	✓
Software service releases	✓	✓
<b>Proactive support</b>		
Quarterly Tel-Well	—	✓
Semi-annual operations review	—	✓
Annual onsite health check (up to five days)	—	✓
End of year report	—	✓
<b>Technical Support website</b>	✓	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	—	✓
<b>Remote support</b>		
Email	✓	✓
Phone*	✓	✓
<b>Response time</b>		
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
<b>Coverage hours</b>	Local business (M-F)	Local business (M-F)
<b>Eligible support contacts</b>	2 entitled/trained users	3 entitled/trained users
<b>Operational assistance</b>	Option	Option
<b>Notes</b>		\$10K incremental covers a single customer site with proactive services

\* Including access to Global Informatics Support Engineering Team

This information is subject to change without notice.

© Agilent Technologies, Inc., 2010

Published in USA, April 6 2010

Publication Number 5990-5665EN