

Services & Support Plan

/ Support Plan for Monitoring & Validation Systems

The Support Plan is designed to offer the highest level of technical support and training in a formalized plan that may be required by your Quality systems. The Support Plan consists of the following:

Support Plan Features

- **Fast response**

As a support plan holder you have complete access to Vaisala's technical support team with unlimited support by phone, web, and e-mail. For challenges, big and small, our goal is to resolve them quickly and efficiently. Our team is available from 8 AM to 5 PM Central European time. We typically respond to support requests within 2 hours.

- **Call center support:**

The support plan includes 24/7/365 access to front line technical support at Vaisala's call center.* We operate our own call center fully staffed by Vaisala employees. Front-line support staff will assist you with your questions directly, and if more help is required, we will route you to the best possible source of technical expertise to make sure that you get the right kind of help with the highest priority.

- **Installation support**

We ensure fast, flawless deployment of your Vaisala systems. In today's complex network environments, some customers may encounter unexpected IT issues when installing software and hardware. Our expert staff will guide you



through the process over the phone, or through remote Web access to ensure your system installation goes smoothly. Our team is capable of resolving most installation issues with one call.

- **Remote validation support**

We can assist you in your validation efforts by providing expert advice on our IQOQ protocols and diagnosing any problems that you encounter during system validation.

- **On-line self-learning tools**

Vaisala regularly creates educational content to ensure that you get the most value out of your Continuous Monitoring System (CMS). We offer a series of tutorial videos that show how to accomplish specific tasks that

are commonly required by system users and administrators. These tutorials are always available on our website, allowing you to access information on your own schedule and easily disseminate the knowledge throughout your team.

- **Flexible web-based training**

We can train a group of your users or system administrators to develop basic competence with your CMS or deep understanding of particular tasks and functions in a short period of time. We will accommodate your schedule and organize the training around your specific needs. This live training ensures that your team will have ample opportunity to ask questions.

* Telephone and Email support between the hours of 8:00 AM and 5:00 PM Central European time, to assist with hardware and software installation troubleshooting.

- **Free upgrade to new software releases**

Because new functions and improvements in the user interface are often suggested by our customers during their interactions

with our technical support, the viewLinc CMS software typically goes through a major upgrade once per year; software upgrades free of charge. Consult with our technical support team to see if an upgrade

is appropriate for your needs. If you have purchased our IQOQ protocol for your current version of software, you are also entitled to the latest protocol free of charge when you make your upgrade.

Basic Technical Support

Vaisala recognizes that many organizations prefer to install, validate, configure, and maintain their CMS in-house. For customers who opt-out of the Vaisala Support Plan, we still offer limited support to handle basic inquiries: telephone and e-mail support between the hours of 8:00 AM and 5:00 PM

Central European time, to assist with hardware and software installation troubleshooting.

- **Software support for application installation:**

Assistance with uploading the software to the server and ensuring that the administrator is able to log on.

- **Hardware support for device installation and proof of operation:**

Assistance with establishing device communication with the software.

- **Support beyond these items would require the Support Plan.**

Please note that Vaisala services vary by region.

To learn more about the services in your area, visit <http://www.vaisala.com/servicecenters>

Support Plan	Basic Support
Unlimited support by phone, e-mail, web	Software installation support by phone and e-mail
24/7/365 front line support	Hardware installation support by phone and e-mail
Installation support	
Expert guidance; annual system analysis	
Remote validation support	
On-line self-learning tools	
Flexible web-based training for system administrators	
Free upgrade to new software releases	

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