

Technical Support Plans for Digi Development Projects

Support, Software Maintenance, On-Site Consultation

Expert technical support services can dramatically shorten time-to-market and minimize design risks for customers of Digi's box products, embedded modules and microprocessors.

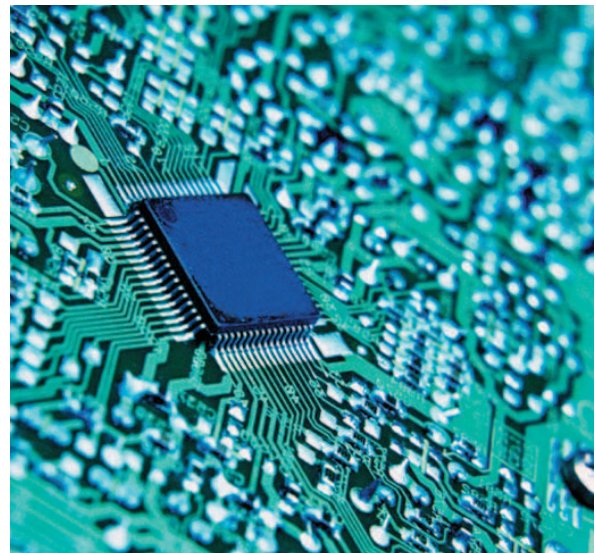
Overview

Professional technical support services and a complete support plan offering are key factors in defining the success of your product development effort. Digi's team of experienced technical support engineers provides rapid, accurate assistance to resolve all technical problems you may encounter in the shortest time possible.

Digi support begins at startup. Digi development kits provide out-of-the-box application and product development and include basic installation and initial setup support without charge.

Digi support continues beyond startup. Digi offers four levels of support, from low-cost plans for customers requiring minimal support to premium plans for large scale and complex projects. Additionally, Digi can provide customized technical training for all our embedded and non-embedded product solutions.

Leverage the expertise of Digi's team of support engineers. Support plans from Digi minimize the risk of delays and missed deadlines, ensuring a smooth, rapid development path for your product.



Features/Benefits

- Reduced cost, design risk and time-to-market
- Quick escalation path for critical issue resolution
- Free access to online support forum, knowledge base and case management
- Support options independent of software platform
- Free support for installation and startup of Digi development kits
- Four levels of support plans
 - Flexible contact methods and availability hours
 - Options for on-site consultation, priority support and dedicated engineer



Support Plans

Contacting Digi technical support may save hours of valuable development time. Choose the plan that best fits your development needs and required level of support.

Specifications	Principal Support Agreement DG-ESUP-PRI	Bronze Support Agreement DG-ESUP-BRONZE	Silver Support Agreement DG-ESUP-SILVER	Gold Support Agreement DG-ESUP-GOLD
General				
Term	Annual	Annual	Annual	Annual
Product Coverage	Modules, Gateways, iDigi®	Chips, Modules, Gateways, iDigi®	Chips, Modules, Gateways, iDigi®	Chips, Modules, Gateways, iDigi®
Hardware Support	Y	Y	Y	Y
Software Support	Y	Y	Y	Y
Software Updates	Available for Purchase	Available for Purchase	Included	Included
Access and Response				
Total Hours	5	10	50	100
Total Cases	Unlimited	Unlimited	Unlimited	Unlimited
Available Times	North America, EMEA Business Hours	North America, EMEA Business Hours*	North America, EMEA Business Hours*	North America, EMEA Business Hours*
Contact Options	Email, Web Portal	Email, Phone, Web Portal	Email, Phone, Web Portal	Email, Phone, Web Portal
On-Site Consultation	N	N	1-Day†	2-Day†‡
Priority Support	N	N	Y	Y
Dedicated Support Contact	N	N	N	Y
Escalation Path	Y	Y	Y	Y
Online Case Management	Y	Y	Y	Y
Online Knowledge Base	Y	Y	Y	Y
Online Product Forum	Y	Y	Y	Y

*Additional time zones may be supported upon request
†Travel expenses paid by customer
‡Days may be divided into two trips

Priority Support: Customer issues are promoted to the top of the support queue, resulting in faster response times and problem resolution.

Dedicated Support Contact: A Digi support technician is assigned to a specific account, has familiarity with the customer's application and environment, and may be contacted directly.

Escalation Path: Critical issues are prioritized and sent to Digi's engineering departments to properly address problems in the shortest time possible.

Development support agreements are required for all software development questions. Development questions are questions related to creating application code, troubleshooting/debugging code, or consultation on Digi API usage.

Contact your regional Digi sales office for more information and pricing.

Visit www.digi.com for part numbers.

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