

PREMIUM TECHNICAL SUPPORT

Which Option is Right For You?

By using one of our premium support products, you have immediate access to our dedicated, knowledgeable support staff. Having questions answered quickly and accurately increases your productivity.

Please Note: We can customize a support program for your particular organization or budget needs.

	Elecdata Support Now Exclusively for Elecdata Customers	Trimble Priority Support No Matter Where Equipment Was Purchased	Cooperative Support For Our Partners & Their Customers	Per-Incident Support Pay As You Go	Standard Dealer Support Free-Lower Priority Than Premium Customers
High Priority Status On All Cases	X	X	X	X	
Toll-Free Support Line	X	X	X	X	
Unlimited Support Cases	X	X		X	X
Unlimited End Users			X	X	X
Expedited Repair Service	X	X	X		
Automated Delivery Of New Support Notes	X	X	X		
Notification Of Software And Firmware Updates	X	X	X		
Quarterly Report Of Cases Used			X		
Discount On Product Trainings	X	X	X		
Annual Support For One Person, Additional Contacts Added For Fee	X				
Annual Support For One Person And One Alternate Contact, Trimble Equipment Only		X			
Specified Number Of Cases Purchased Annually, Used By Multiple Authorized Users			X		
Available To Customers Who Purchased Directly From Elecdata	X	X	X	X	X
Available To Customers Who Purchased Directly From Another Source		X	X	X	X
Available To Business Partners And Their Customers			X		
Obtain Free Support Via Telephone Or Email From The Salesperson Equipment Purchased From					X
New Equipment Setup	X				
Price	\$250/User Additional Users \$150 Each	\$495/User One Alternate Included	Up To 20 Cases: \$600 More Options Available	\$49.95 Per Incident Defined As One Issue Or Set Of Related Questions	Free, At Salesperson Discretion And Availability

If you need support on any combination of Trimble® GPS mapping hardware or software, Ricoh 700SE GPS Digital Camera, Juniper Systems, Inc.® field computers, Esri® ArcGIS® & ArcPad® software, Laser Technology or LaserCraft rangefinders, we can help.



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