



<b>Technical Support</b>	NO PLAN	SUPPORT Plus	SUPPORT Advanced	SUPPORT Premium
Online portal Technical Support File (TSF) status and allowance check	✓	✓	✓	✓
Telephone support service	-	✓	✓	✓
Annual TSF allowance	-	10 TSFs	Unlimited	Unlimited
Remote response time commitment	-	24 hours	8 hours	4 hours
Priority support guarantee	-	-	-	✓
Factory response time commitment	-	5 days	3 days	1 day



<b>Product Support</b>	<b>NO PLAN</b>	<b>SUPPORT Plus</b>	<b>SUPPORT Advanced</b>	<b>SUPPORT Premium</b>
Online software version check	✓	✓	✓	✓
Online upgrades catalogue and enquiry	✓	✓	✓	✓
Discount on new software products	-	5%	10%	20%
Software upgrades (new releases)	-	-	✓	✓
Online spares inventory management	-	✓	✓	✓
Annual spare parts allowance (% of Support Plan annual fee)	-	-	5%	10%
Online simulator obsolescence management	✓	✓	✓	✓
Software included for hardware obsolescence upgrades	-	-	✓	✓
Annual development allowance (Custom DrillSIM-6X only)	-	-	-	5 days



<b>Site Visits &amp; Servicing</b>	NO PLAN	SUPPORT Plus	SUPPORT Advanced	SUPPORT Premium
Online portal site visit booking and allowance management	-	✓	✓	✓
Annual site visit allowance (fixed simulators only)	-	-	2 visits	4 visits
Discount on extra site visit day rates	-	5%	10%	20%
Annual preventative maintenance available	-	-	✓	✓
On-site response time commitment	-	14 days	7 days	2 days



<b>Instructor Training</b>	NO PLAN	SUPPORT Plus	SUPPORT Advanced	SUPPORT Premium
Annual training allowance (Fixed simulators only)	-	-	2 days	4 days
Online portal training booking and allowance check	✓	✓	✓	✓
Telephone training service	-	✓	✓	✓
Online portal advanced training material access	-	✓	✓	✓