

Support*	Full	Enhanced	Standard
Unlimited email support	√	√	√
24/7 phone support	√	√	
Web or phone support 6:00AM to 4:30PM (PST)	√	√	√**
Software updates (Service Releases)	√	√	√
Notification of software releases	√	√	√
Upgrade to new software releases	√	√	
4 hours Web-based training for Users/Administrators	√	√	
Warranty for Vaisala Veriteq loggers***	√	√	
Validated IQ/OQ change control documents	√	√	
Onsite technical support within 72 hours	√		

* Vaisala support services vary by region. To learn more about the services offered in your area, visit www.vaisala.com/servicecenters;

**8 hours per year with 4 of those hours available for training;

***For the life of your support plan.