

# Customer Support Packages

	Standard	Enhanced		
		Silver	Gold	Platinum
	Included in all Xactium annual subscriptions	Pricing on application (annual fee)	Pricing on application (annual fee)	Pricing on application (annual fee)
<b>Guidance</b>				
UK Telephone Support	✓	✓	✓	✓
UK Support Centre	✓	✓	✓	✓
Online Case Submission Portal	✓	✓	✓	✓
Account Management	✓	✓	✓	✓
Online Customer Community	✓	✓	✓	✓
User Guides	✓	✓	✓	✓
Free Annual Upgrades	✓	✓	✓	✓
Access to User Forum Events	Up to 3 users	Up to 4 users	Up to 5 users	Up to 6 users
Access to Training Events		1 attendee & 50% discount on additional attendees	2 attendees & 50% discount on additional attendees	3 attendees & 50% discount on additional attendees
Access to Tailored Training		1 day on-site & 0.5 day online per year	1 day on-site & 2 x 0.5 day online per year	2 day on-site & 2 x 0.5 day online per year
<b>Advanced Product Support</b>		✓	✓	✓
Technical Consultant Analysis <i>Advice on potential system enhancements</i>		2 days	4 days	5 days
Configuration Services		6 days effort	9 days effort	13 days effort
System Health Check			Annual	Bi-annual
Risk Management Consultancy <i>Advice and support on development of your risk management approach</i>				✓
Professional Services Call-Off Arrangements <i>Full flexibility to use your allocated support days in the way that benefits you most</i>				✓