

DLT-FBSC Systems Maintenance & Support Support & Service	Premier Support	Gold Support	Silver	Bronze
Technical Support (OS Support if applicable)	24x7 (Including weekends and holidays)	8am-5pm, M-F	8am-5pm, M-F	8am-5pm, M-F
On-site Service	24x7 (Including weekends and holidays)	8am-5pm, M-F	8am-5pm, M-F	NBD Parts Shipment
Response Time	2 Hour response in available areas			
On site	4 hours (Including weekends and holidays)	4 Hours	Next Business Day	Not Applicable
Help Desk	First Available Technician	First Available Technician	First Available Technician	First Available Technician
Non-Urgent	At Customer's Convenience	At Customer's Convenience	At Customer's Convenience	At Customer's Convenience
Software				
Patches/Updates (Subject to OEM terms & Conditions)	As Requested Within 30 days of OEM release	As Requested Within 30 days of OEM release	As Requested Within 30 days of OEM release	Not Applicable
New Versions and Licenses (Subject to individual contract terms & OEM terms and conditions)	As Requested	As Requested	As Requested	Not Applicable