

AViiON Systems

Maintenance

AViiON systems come with a one-year mail-in warranty. Data General also offers several maintenance service options for the systems, including On-Call Service, Support Plus Service, and the Multiyear Plus Program.

On-Call Service provides on-site repair between 8:00 am and 6:00 PM Monday through Friday and includes unlimited parts, labor, and travel. Response time for customers within 50 miles of a Data General service branch is four hours; next-day service applies for customers outside of the 50 mile radius. Toll-free telephone support is available from a customer support center, and diagnosis and repair service is provided through remote diagnostic tools whenever possible. On-Call Service options include Extended On-Site Coverage, Enhanced On-Site Response, and Basic On-Site Response. Beyond these options, which may be designated in the basic maintenance agreement, the following options can be purchased as supplementary coverage:

- Maximum Uptime Service
- Multi-Terminal Deferred Maintenance
- Critical Response Service
- Resident Field Engineer Service

Support Plus Service is a software service package that provides toll-free telephone support Monday through Friday (weekend coverage for certain products), on-site support, and software and documentation updates. Options to this package include quarterly preventive maintenance visits, support for multiple systems at reduced rates, and additional caller option, and a telephone help-line service for PC-based products. Support Plus provides service for a minimum of one year.

Multiyear Plus Program is a hardware maintenance program that requires users to contract for a three- to five- year term. Maintenance prices remain constant for the first three years and, in the fourth and fifth year, price increases are limited to five percent. Coverage options, telephone support, and on-site maintenance response times are similar to those offered with On-Call Service.

Support Plus is DG's software support service. Baseline services include:

- Telephone software support for three callers, five days a week.
- Automatic distribution of software revisions documentation updates, and microcode updates.
- On-line access to software and hardware information 24 hours a day.

Integrated Service Program offers a lower software service price to customers who purchase both hardware and software service contracts.

Data General offers training in hardware, software and DG's systems. A full range of services are available including a broad curriculum of classroom courses, technical seminars, Computer Based Training courses and Data General documentation packages.

DG's Special System's provides engineering expertise for requirements ranging from standard product modifications to complex development projects.