

# Product Protection and Technical Support Plan

Complete care for your Ascom solution



*Your mobile device works hard. Give it the protection and support plan that helps keep it working longer. We designed Ascom's Product Protection and Technical Support Plan to empower mobile workers and their organizations. Minimize disruption with repair or replacement and resolve issues quickly with competent experts available around the clock.*

Benefits	Year 1 warranty	*Year 1 enhanced	Year 2+
Covers defects and workmanship	●	●	●
Provides handset repair or replacement	●	●	●
Infrastructure	●	●	●
Includes battery charger	●	●	●
Provides handset software updates	●	●	●
24 x 7 access to Customer Care	●	●	●
Ascom technical training One free instructor led technical training class		●	●
Protects against accidental damage		●	●
Offers swap stock for d63, i63 and d83 handsets		●	●
Covers belt clips		●	●
Includes immediate replacement for critical system components		●	●
Covers liquid damage		●	●

\* Year 1 Enhanced only available at time of purchase and covers 1 year of service.

## Quality Technical Support

### Fast, expert resolution

Our Customer Success team has decades of customer support experience and recognition for quality technical support. Members hold industry-standard certifications like ITIL, Cisco CWNA, Cisco CCNA, CompTIA, Android, Microsoft and more.

Experience fast response time. We answer 80% of calls within five minutes and on average, respond in less than three minutes. Our team responds within one hour for high priority items during normal business hours and has a two hour response time after hours.



## Ascom Mobile Devices

### A portfolio built for demanding environments

Ascom's comprehensive portfolio of mobile devices spans feature phones to smartphones operating on DECT or VoWiFi, for healthcare and other mission-critical environments. We have more than 50 years of experience in on-site communications. Our mobile devices are used across acute and long-term care environments as well as the enterprise - from manufacturing to hospitality to armed forces, empowering mobile workers everywhere.

### Four Comprehensive Services and Technical Support Offerings

Ascom offers you four ways to protect your investment and get the most out of your solution with our service and support offerings. Make nurse call worry free with multi-year Telligence and teleCARE software maintenance agreements (SMA). And with our software SMA for Digistat and Unite you get all the benefits of our nurse call SMA plus more services from Ascom's Professional Service team. Our Product Protection and Technical Support Plan helps keep your mobile devices working hard with benefits like liquid damage protection. And finally, our Ascom RemoteWatch™ plan gives you a proactive monitoring for the entire Ascom Healthcare Platform.



### Find out more

Learn more about Product Protection and Technical Support Plan

– Ascom mobile devices by contacting your Ascom sales representative.

Contact [Ascom customer success](#) through our website or by phone: **877-712-7266**.

# ascom

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#### About Ascom

Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.