

Driven Technical Support Plans

Driven provides expert technical support to help customers quickly accomplish their research control prototyping projects goals. All Driven products include a Getting Started Support plan which provides 30 days of unlimited phone and email technical support subsequent to the first support incident. In addition, Driven provides three levels of technical support plans covering customers beyond installation and setup:

Essential Support

Ten hours/incidents of technical support via telephone or email for up to two named contacts in your organization

Premium Support

One year of unlimited technical support via telephone or email for up to two named contacts in your organization

Pay-Per-Incident

Additional level of technical support without the purchase of Essential or Premium support plans

Essential Support

- Ten (10) hours of technical support, up to ten (10) incidents total
- Phone or email access for up to two (2) named contacts
- Covering all Driven products
- Additional technical support available through Pay-Per-Incident or plan renewal

Premium Support

- Annual support plan with unrestricted technical support
- Unlimited number of incidents
- Phone or email access for up to two (2) named contacts
- Covering all Driven products

Pay-Per-Incident

- Single incident without restrictions
 - Phone or email access for one (1) named contact
 - Covering all Driven products
 - Purchase through initial call to Driven technical support
-

The Essential Support plan provides ten hours or ten incidents, whichever comes first. After the included number of hours or incidents in the Essential Support plan has been reached, additional technical support is available through the Pay-Per-Incident option or plan renewal.

An incident is defined as a single support issue and the time and effort needed to resolve the issue. A single support issue is defined as a specific issue that cannot be separated into subordinate issues. Subordinate issues are considered separate incidents. Support incidents do not cover application development requests. All support plans are effective for up to one year. Driven will provide a response to technical support requests within 48 hours.

Full technical support for optional third party development tools (e.g. NI LabVIEW) may require the purchase of a direct agreement with the respective vendor. Contact Driven for more information on third party development tools support options.

Support Plan Ordering

Support Plan	Driven Part Number	Cost
Getting Started	D000300	Included with Product
Pay-Per-Incident	D000301	\$200
Essential Support	D000302	\$1000
Premium Support	D000303	\$5000