SIGNATURE SUPPORT COMPARISON	EditStor ES/EO		
	TELEPHONE SUPPORT	SIGNATURE SUPPORT	NO SUPPORT
Unlimited telephone support 8:00am-6:00pm PST Monday-Friday	✓	✓	$190 per hour One hour minimum
Dedicated toll free line for Resellers level 2 & 3 support	✓	✓	$190 per hour One hour minimum
Remote system monitoring between 8:00 am-6:00pm PST Monday-Friday	✓	✓	$190 per hour One hour minimum
10% Discount for on-site support (Rates do not include travel time, travel expenses, accommodations or per diem for service calls exceeding a 50 mile radius from an Archion certified service center.)	✓	✓	No discount $295 hourly rate
Additional 20% discount for on-site support (Rates do not include travel time, travel expenses, accommodations or per diem for service calls exceeding a 50 mile radius from an Archion certified service center.)		✓	No discount $295 per hour One hour minimum
Unlimited 24/7 remote system monitoring		✓	$190 per hour One hour minimum
Applicable software and firmware maintenance releases		✓	$225 per hour One hour minimum
Advanced replacement of parts for next morning delivery		✓	Invaluable for production
Unlimited 24/7 telephone support 365 days a year		✓	No discount
Updates & Upgrades		✓	$190 per hour One hour minimum
Expanded Hardware Infrastructure Support		✓	N/A
MSRP Price (Rates may very depending on software seat purchases)	$1595	$2395	

Program details are subject to change. *Subject to part availability in our warehouse.