



PLATINUM Support Service for CHARON™-VAX and CHARON™-AXP

Customers owning a valid CHARON-VAX or CHARON-AXP license and seeking help with the product can order an Annual Service contract to be able to call Software Resources International or their partners for support.

The PLATINUM Support Service offers phone and email support during twenty-four hours per day, seven days a week.

Services

- Telephone and email support from Software Resources International or their nominated support partner. Each incident is logged with an incident number and all follow up references that incident number.
- This service is available for a valid CHARON-VAX or CHARON-AXP license

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Customer requirements

A valid product license.

A single point of contact within a customer site for each license.

through a designated person at the customer site who will be the single point of contact for Software Resources International

- The Platinum Service is available twenty-four hours per day and seven days per week.
- Guaranteed 4-hour response.
- Product and documentation updates available for download from <http://www.stromasys.com>. These software and documentation updates are only available for customers contracting for this service and only available for licensed products/versions.

Order Numbers

CHARON-VAX

CHVX-014-TC-WI One Year PLATINUM support for CHARON-VAX/Industrial for Windows.
CHVX-020-TC-WI One Year PLATINUM support for CHARON-VAX/Industrial *Plus* for Windows
CHVX-021-TD-WI One Year PLATINUM support for CHARON-VAX/XM for Windows
CHVX-221-TD-WI One Year PLATINUM support for CHARON-VAX/XM *Plus* for Windows
CHVX-221-TE-WI One Year PLATINUM support for CHARON-VAX/XK *Plus* for Windows
CHVX-021-TF-WI One Year PLATINUM support for CHARON-VAX/XL for Windows
CHVX-221-TF-WI One Year PLATINUM support for CHARON-VAX/XL *Plus* for Windows
CHVX-221-TF-OV One Year PLATINUM support for CHARON-VAX/AXP *Plus* for OpenVMS
CHVX-260-TH-WI One Year PLATINUM support for CHARON-VAX/6660 *Plus* for Windows
CHVX-261-TG-WI One Year PLATINUM support for CHARON-VAX/6610 *Plus* for Windows
CHVX-262-TH-WI One Year PLATINUM support for CHARON-VAX/6620 *Plus* for Windows
CHVX-263-TH-WI One Year PLATINUM support for CHARON-VAX/6630 *Plus* for Windows
CHVX-260-TH-OV One Year PLATINUM support for CHARON-VAX/6660 *Plus* for OpenVMS
CHVX-261-TG-OV One Year PLATINUM support for CHARON-VAX/6610 *Plus* for OpenVMS
CHVX-262-TH-OV One Year PLATINUM support for CHARON-VAX/6620 *Plus* for OpenVMS
CHVX-263-TH-OV One Year PLATINUM support for CHARON-VAX/6630 *Plus* for OpenVMS

CHARON-AXP

CHAXP-501T-WI One Year GOLD support for CHARON-AXP/1000 512MB for Windows
CHAXP-511T-WI One Year GOLD support for CHARON-AXP/1000 1GB for Windows
CHAXP-521T-WI One Year GOLD support for CHARON-AXP/1000 2GB for Windows
CHAXP-541T-WI One Year GOLD support for CHARON-AXP/1000 4GB for Windows
CHAXP-581T-WI One Year GOLD support for CHARON-AXP/1000 8GB for Windows
CHAXP-503T-WI One Year GOLD support for CHARON-AXP/3000 512MB for Windows
CHAXP-513T-WI One Year GOLD support for CHARON-AXP/3000 1GB for Windows
CHAXP-523T-WI One Year GOLD support for CHARON-AXP/3000 2GB for Windows
CHAXP-543T-WI One Year GOLD support for CHARON-AXP/3000 4GB for Windows
CHAXP-583T-WI One Year GOLD support for CHARON-AXP/3000 8GB for Windows
CHAXP-504T-WI One Year GOLD support for CHARON-AXP/4000 512MB for Windows
CHAXP-514T-WI One Year GOLD support for CHARON-AXP/4000 1GB for Windows
CHAXP-524T-WI One Year GOLD support for CHARON-AXP/4000 2GB for Windows
CHAXP-544T-WI One Year GOLD support for CHARON-AXP/4000 4GB for Windows
CHAXP-584T-WI One Year GOLD support for CHARON-AXP/4000 8GB for Windows