

GOLD Support Service for CHARON™ -VAX and CHARON™ -11



Version 1.2

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Customer requirements

A valid product license.

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

Customers owning a valid CHARON-VAX or CHARON-11 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 GOLD Support Service offers phone and email support during working hours, five 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-11 license through a designated person at the customer site who will be the single point of contact for Software Resources International
- The Gold Service is available 08:00 to 17:00 Monday to Friday local time if a local partner is contracted for this service, otherwise 08:00 to 17:00 Central European Time. Dutch Holidays excluded, if no local partner is available.
- Guaranteed 24-hour response.
- Product and documentation updates available for download from www.vaxemulator.com and <http://www.charon-11.com/> respectively. These software and documentation updates are only available for customers contracting for this service and only available for licensed products/versions.

Order Numbers

CH11-014U-WI One year GOLD support for CHARON-11 for Windows.
CHVX-014-UC-WI One year GOLD support for CHARON-VAX/Industrial for Windows.
CHVX-020-UC-WI One year GOLD support for CHARON-VAX *Plus* for Windows
CHVX-021-UD-WI One Year GOLD support for CHARON-VAX/XM for Windows
CHVX-221-UD-WI One Year GOLD support for CHARON-VAX/XM *Plus* for Windows
CHVX-021-UE-WI One Year GOLD support for CHARON-VAX/XK *Plus* for Windows
CHVX-221-UF-WI One Year GOLD support for CHARON-VAX/XL for Windows
CHVX-021-UF-WI One Year GOLD support for CHARON-VAX/XL *Plus* for Windows
CHVX-221-UF-OV One Year GOLD support for CHARON-VAX/AXP *Plus* for OpenVMS
CHVX-260-UH-WI One Year GOLD support for CHARON-VAX/6660 *Plus* for Windows
CHVX-261-UG-WI One Year GOLD support for CHARON-VAX/6610 *Plus* for Windows
CHVX-262-UH-WI One Year GOLD support for CHARON-VAX/6620 *Plus* for Windows
CHVX-263-UH-WI One Year GOLD support for CHARON-VAX/6630 *Plus* for Windows
CHVX-260-UH-OV One Year GOLD support for CHARON-VAX/6660 *Plus* for OpenVMS
CHVX-261-UG-OV One Year GOLD support for CHARON-VAX/6610 *Plus* for OpenVMS/
CHVX-262-UH-OV One Year GOLD support for CHARON-VAX/6620 *Plus* for OpenVMS
CHVX-263-UH-OV One Year GOLD support for CHARON-VAX/6630 *Plus* for OpenVMS