

CUSTOMER SUPPORT

Gold Level Support

When it comes to technical support, Mu Dynamics understands that customers need worldwide support coverage and an experienced, knowledgeable and savvy team of support professionals. Plus, Mu gives customers exclusive web access to indispensable tools and vital information 24x7x365.

Technical Expertise

The Mu Dynamics technical support team is available to all customers who are entitled to support. Mu is dedicated to offering prompt handling and timely resolution of customer requests by being available anytime, anywhere based on your service level agreement.

Customer Web Portal

Customers with a support agreement from Mu Dynamics get access to the secure Mu customer web portal. Through the web portal Mu customers can receive the following services:

- » Access to Support Center
- » Create, submit and view support cases online
- » Upload vital information to help resolve issues
- » Hardware replacement information with RMA tracking capabilities
- » Software downloads
- » Product announcements
- » Access to product documentation
- » Release notes
- » White papers
- » Tips
- » FAQs

Support Plan Level	Customer Care (Customer & Technical Assistance)		Hardware Warranty	Software Warranty		
	Online Web/ Email Support	Phone Support	Advance Replacement for Defective H/W	System Platform	Features	Protocols
Gold	Response Time: Next U.S. Business Day <i>Email requests that are generated through the Customer Portal as valid Support Cases.</i>	Response Time: Within 2 hours <i>24x7 Availability Monday-Sunday</i>	Response Time: Shipped Next Business Day upon processing of RMA request.	System Platform Support	*Feature Updates and Support	*Protocol Updates & Support <i>Allowed within 12 months of Protocol License(s)</i> – or – <i>Purchase of Protocol Support</i>
Support Duration	Annual	Annual	Annual	Annual	Annual	Annual