

# Premium Support



Eagle Eye Premium Support is designed to provide the highest level of support for mission critical environments.

- System monitoring and proactive services
- 24x7 priority phone, email, and chat support
- Designated support experts with ongoing context about your business
- Weekly email updates of all outstanding support issues
- Advanced notification of planned features and product roadmap updates
- Priority escalation procedures to solve complex problems

SUPPORT BENEFITS	STANDARD	PREMIUM
Dedicated Support Team		✓
Eagle Eye Health Monitoring™		✓
Eagle Eye Incident Video Retrieval™	Additional Cost	✓
Early Feature/Product Access	Additional Cost	✓
Weekly Ticket Review		✓
Priority Escalation		✓
Power Supply		✓
Guaranteed Response Times		✓
Firmware Upgrades		✓
Eagle Eye University Training Access	✓	✓
Support Ticket Portal	✓	✓
Feature/Product Enhancements	✗	Additional Cost
Onsite Assistance	✗	Additional Cost

## EAGLE EYE PREMIUM SUPPORT PART NUMBERS

EN-PRE-001-1

Eagle Eye Premium Support Monthly

EN-PRE-001-12

Eagle Eye Premium Support Yearly

Please see the Eagle Eye Price List for full details.



## Eagle Eye Premium Support FAQ

### 1. SHOULD I PURCHASE EAGLE EYE RAPID REPLACEMENT WITH EAGLE EYE PREMIUM SUPPORT?

Yes, Eagle Eye Rapid Replacement is a requirement for Eagle Eye Premium Support.

### 2. ARE EAGLE EYE HEALTH MONITORING AND EAGLE EYE INCIDENT VIDEO RETRIEVAL INCLUDED?

Yes, Eagle Eye Health Monitoring and Eagle Eye Incident Video Retrieval are both included with Eagle Eye Premium Support.

### 3. CAN I PURCHASE EAGLE EYE PREMIUM SUPPORT FOR ONLY SELECT CAMERAS?

Eagle Eye Premium Support is available at the account level and is subscribed to for all cameras on the account.

### 4. HOW DO I GET STARTED?

You can add Eagle Eye Premium Support at any time by contacting Eagle Eye Networks or your Eagle Eye Reseller.