



BENEFITS OF AN EMERALD SERVICE CONTRACT:

- 24/7 telephone support on all FTR software and hardware products.
- One-hour response time for all e-mail & web support requests.
- Customer notification of problem resolution status.
- Three (3) day repair turnaround of any FTR hardware after receipt at the FTR authorized service centre. *All hardware returns are managed through a Return Maintenance Authorization (RMA). An RMA number will be required and can be obtained via an FTR Support Technician.*
- Convenient personalized online profile of all your company's FTR service contracts.

When Product Support is a Priority!

If your court, legislature or council has FTR software or hardware products, and capturing, storing, transcribing and dissemination of record is critical to your organizational mission, you need FTR's **Emerald Service Contract**. The **Emerald Service Contract** is FTR's enhanced contract, and includes the standard telephone support contract as well as a service package.

Although FTR products are known for their reliability, the **Emerald Service Contract** provides you with effortless answers to any questions you have on FTR products, the peace of mind that any equipment failure will be dealt with quickly and efficiently, the assurance that you'll experience minimal downtime, and the knowledge that help is only a phone call or service call away.

Don't delay! You can start enjoying the benefits of the **Emerald Service Contract** immediately.



Note: Phone support for customers without a current support contract will be charged at the current per incident rate.