



BENEFITS OF A DIAMOND SERVICE CONTRACT:

- 24/7 telephone support on all FTR software and hardware products from the "Diamond Desk". (i.e. includes special direct phone number, 5-minute response time and verbal recognition).
- One-hour response time for all e-mail & web support requests.
- Customer notification of problem resolution status
- Immediate and rapid cross-shipment of replacement FTR hardware. 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 Downtime is NOT an Option!

If your court, legislature or council has FTR software or hardware products, and capturing, storing, transcribing and disseminating the record is mission critical to your operation, then you need FTR's **Diamond Service Contract**. The **Diamond Service Contract** is FTR's premium service contract, and provides an enhanced telephone support.

Although FTR products are known for their reliability, the **Diamond 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 **Diamond Service Contract** immediately.



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