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What is Trimble Priority Support?

Trimble Priority Support means immediate, direct access to authorized Mapping & GIS Support Specialists at Trimble or a Trimble Support Partner. When you purchase Trimble Priority Support, you receive:

- Twelve months of unlimited Trimble Priority Support for all your Mapping & GIS systems¹ for one designated contact
- A toll-free number and dedicated email address to communicate directly and immediately with full-time in-house support specialists
- A “High priority” status on all inquiries, ensuring that your questions get answered first and in a timely fashion, usually in 1–2 hours if not immediately
- Email notification of new Trimble or ESRI software and/or firmware updates with instructions on how to obtain and install them within 24 hours of our notification from Trimble or ESRI
- Email notification 60 days prior to the expiration of your Trimble Priority Support
- Automatic email delivery of tech notes applicable to your system(s).



What is Per-Incident Tech Support?

Per-incident support has the same benefits as Priority Support; that is, immediate direct access via a toll-free number and a “high priority” status on your inquiry. However, anyone in your organization can call as the need arises. Also, email notifications are not configured for per-incident support. An incident is defined as one issue or set of related questions; a charge would not be assessed for each phone call.

¹ Mapping systems covered under support programs include:

- GeoXM™, GeoXT™ or GeoXH™ handhelds
- GPS Pathfinder® Pocket, Power, Pro XR/XRS, ProXT™, or ProXH™ receivers
- Trimble® Recon®, GIS TSCe™, or Trimble Ranger™ handhelds
- TerraSync™, ArcPad, and Trimble GPScorrect™ extension for ESRI ArcPad field software
- GPS Pathfinder Office and GPS Analyst™ extension for ArcGIS software
- Legacy models and software: GeoExplorer® 3 or 3c, Asset Surveyor™ (TSC1)

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How do I Benefit?

Having questions answered quickly and accurately directly affects your productivity. In addition to the self-help resources available to anyone on the Trimble Support website at www.trimble.com/support or for ArcPad on the ESRI Support website at support.esri.com, as a Trimble Priority Support customer you will have direct and personal access to knowledgeable support staff at Trimble or a Trimble Authorized Support Partner.

Benefits include:

- Immediate personal contact – A dedicated toll-free number and dedicated full-time support staff provide assurance that you will receive personal attention to help you solve your problem and get back to work.
- Knowledgeable support – Besides attending factory training and meeting Trimble’s strict standards for support staff, each support team member has experience using and supporting the Trimble Mapping and GIS equipment, often many years in duration. Authorized Support Partners also have ArcPad experience.
- Timely help – Our support staff are not using their spare time to help you. This is their full-time job, which means your problem is their first priority. In addition, as a Trimble Priority Support customer, your problem automatically takes precedence over other support inquiries.

What support options are available to me if I do not purchase Trimble Priority Support?

When you purchase a Trimble Mapping & GIS system, Standard Support includes:

- Support from the Trimble Mapping & GIS Dealer or Business Partner from whom your system was purchased. Contact your Dealer or Business Partner to discuss support options and policies.
- Online Trimble Support available at www.trimble.com/support. This website includes an extensive and freely accessible collection product documentation, Getting Started guides, Support Notes, FAQ’s (Frequently Asked Questions), and software downloads and patches. Many solutions to common questions and issues can be found in this area.
- Online ESRI support for ArcPad available at support.esri.com. This website includes an extensive, accessible, and freely available collection of self-help resources, including a searchable Knowledge Base, online User Forums, and free resources available for download, including many ArcPad forms, applets, extensions, and utilities. Paid ArcPad support is also available on a per-incident or yearly fee basis. Please see support.esri.com or call (800)447-9778 for more information.

If you require support in addition to the options listed above, Trimble recommends that you purchase Trimble Priority Support.

What is the price for Trimble Priority Support?

The list price for twelve months of Trimble Priority Support is \$595 per agreement. This is not a per-system fee; as explained above, it means unlimited support for one person and one alternate contact for one year, regardless of how many or what kind of systems may require support. Per-incident tech support is \$29 per incident.

Where can I purchase Trimble Priority Support?

Trimble Priority Support can be purchased from any Trimble Mapping & GIS Dealer or Business Partner within the USA, directly from www.trimblestore.com/mapping, or from Trimble's Authorized Support Partner (support@geoposition.com) using PN 47290-00. Per-incident support is available by calling (866) 560-6200.

A custom Priority Support package (called Front-Line Support) can also be set up for your organization. Please call the number above or email support@geoposition.com for more information.

Can Trimble Priority Support be transferred to a different person?

Yes, but only if that person belongs to the same organization. To transfer Trimble Priority Support coverage, you must make a direct request to Trimble Priority Support (support@geoposition.com). Transfer will be made at Trimble's sole discretion.

Does Trimble Priority Support include product enhancements?

No. Trimble Priority Support is the same price whether you have 1 system or 10, whereas product enhancements are priced on a per-system basis.

What training options are available to Trimble Priority Support customers?

Trimble Certified Training is available for all Trimble Mapping & GIS systems. See Trimble's Website at www.trimble.com/training to locate the Certified Trainer nearest you. For ESRI's ArcPad, a free introductory workshop is available on ESRI's Virtual Campus at <http://campus.esri.com>. Instructor-led ArcPad 6 classes covering data exploration, collection, and update using Trimble Mapping & GIS systems are also available from several sources. Contact your Trimble Mapping & GIS dealer for more information.