

## A Global Partner in HDR Brachytherapy & X-Ray Therapy

### Customer Service & Support

BEBIG Medical Customer Service and Support is a knowledgeable, experienced and dedicated global team.



Our engineers, application specialists and customer support representatives provide customers with the highest level of customer support possible.

### Service Contracts Made for Customer Needs

A customer service contract is your guarantee of continuity, reliability and stability. Our contracts provide the dependable and comprehensive support you and your patients require to safeguard your technology investment. Whichever coverage level you choose, you can be sure of the following:

- Superior clinical, technical and organizational expertise
- Certified Application Support Specialists
- A global network of Field Service Engineers to provide support wherever needed
- A range of contract offerings to suite your requirements

### Support Level

At the Support Level, you will enjoy telephone access to our dedicated and knowledgeable technical support and clinical applications support staff. In addition, remote support enables our staff to identify and rectify problems quickly and, in most cases, without the need to visit the customer's site.

### Standard Level

At the Standard Level, an annual maintenance visit including wear parts and software updates complement the coverage of the Support Level.

### Comfort Level

At the Comfort Level, corrective action visits and all spare parts and software upgrades complement the Support Level.

COVERAGE	Support	Standard	Comfort
Telephone support line – application support <sup>1</sup>	✓	✓	✓
Telephone support line – technical support <sup>1</sup>	✓	✓	✓
Remote support <sup>2</sup>	✓	✓	✓
Online helpdesk	✓	✓	✓
Software updates <sup>3</sup>	✓	✓	✓
Annual preventative maintenance (PM)	-	✓	✓
Labour & service source replacement (during PM)	-	✓	✓
Emergency breakdown visits <sup>6</sup>	-	-	✓
Spare parts	-	-	✓
Software upgrades <sup>4</sup>	-	-	✓
Computer hardware refresh (software upgrades)	-	-	✓
New software modules	-	-	✓
Hardware upgrades and additions (new software modules)	-	-	✓
User training <sup>5</sup>	-	-	○
Peer-to-peer training	-	-	○
Technician training	-	-	○
Call back response time <sup>1</sup>	< 1 hour	< 1 hour	< 1 hour

✓ Included    ○ Optional    - Not Applicable

<sup>1</sup> Monday to Friday from 09:00 am to 05:00 pm CET, excluding German Public Holidays

<sup>2</sup> Customer contractually required to provide internet connectivity to the product workstation

<sup>3</sup> Minor revisions, including bug fixes (usually installed by the customer)

<sup>4</sup> Enhancements to existing functionality

<sup>5</sup> Credit for one person valid for the duration of the contract for only remote training

<sup>6</sup> Assignment of appointments: Monday to Friday from 09:00 am to 04:00 pm CET, excluding German Public Holidays

The mentioned products are not available in all markets. Please contact your local BEBIG Medical representative for more information.

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