

## Wyse Premium Support

### Pick the Support Plan to Meet Your Needs

Wyse now offers four types of support, from the standard support included with all Wyse thin computers and software solutions to 24/7 telephone support. So you can pick the level that best meets your business needs and budget.

- **Standard Support** for up to 5 incidents during the first 90 days
- **Silver Premium Support** for up to 25 incidents
- **Gold Premium Support** for up to 50 incidents
- **Platinum Premium Support** (with 24/7 telephone support) for up to 75 incidents

Regardless of the level you choose, you will have access to the Wyse Self-Service Center, including all Wyse Quick Start Guides and Reference Manuals, plus the FAQ section, and select access to the Solution section.

### Take Control in the Wyse Self-Service Center

The online Wyse Self-Service Center give you the ability to create and manage your own support tickets online, 24-hours a day, seven days a week. With the Wyse Self-Service Center, you can open a support ticket and an email will go to the proper support-monitored inbox based on region. You will receive automatic notifications based on what is happening with your support ticket, such as status changing to “closed” and or “waiting for customer feedback” and so on. This allows you to manage your support quickly and easily, any time of day or night.

In addition, you can search the Wyse Customer Support Knowledge Base for answers. There are two types of external access available to customers. Customers with Wyse Standard Support have access to the Quick Start Guides and Reference Manuals, plus complete access to the FAQ section, and select access to the Solution section. Premium subscribers get 24/7 access to the Premium content in the knowledge base. This allows you to resolve most issues faster, so you can keep running at full speed.

### Get Help By Phone

For those customers who would rather hear a friendly voice on the other end of the line, Wyse offers telephone support from 9AM to 5PM, Monday through Friday. For those customers with Platinum Premium Support, the phone lines are open 24 hours a day, seven days a week.

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## Wyse Premium Support

### Silver Premium Support

- Telephone support from 9AM to 5PM (your time zone)
- 24/7 Access to Wyse Online Self-Service Center
- 24/7 Access to Premium Knowledge Base Content
- 25 Support Incidents
- 2 Customer Authorized Users

Part Number: 906023-01

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### Gold Premium Support

- Telephone support from 9AM to 5PM (your time zone)
- 24/7 Access to Wyse Online Self-Service Center
- 24/7 Access to Premium Knowledge Base Content
- 50 Support Incidents
- Named Wyse Support Contact
- 4-Hour Initial Response Time
- 2 Customer Authorized Users
- Newsletters / Webcasts / CSKB updates / Hot-fix Notifications

Part Number: 906023-02

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### Platinum Premium Support

- 24/7 Telephone Support (in English)
- 24/7 Access to Wyse Online Self-Service Center
- 24/7 Access to Premium Knowledge Base Content
- 75 Support Incidents
- Dedicated Wyse Technical Account Manager
- Additional Named Wyse Support Contacts
- 4-Hour Initial Response Time
- 6 Customer Authorized Users
- Newsletters / Webcasts / CSKB updates / Hot-fix Notifications

Part Number: 906023-03



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**Wyse Customer Service Center:**  
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## Name Your Internal Support Contacts

Premium Support customers can name up to two contacts within your organization to work with Wyse Customer Support. Platinum Premium Support customers can name up to six contacts. By specifying who can contact Wyse Support, you can control who submits incident reports and for what, thereby protecting your support investment.

## Get Your Own Wyse Support Person

For Wyse Gold and Platinum Premium Support customers, Wyse will assign one or more Wyse senior support engineers to your account. This gives you direct support access when contacting Wyse Support. Additionally, your Wyse senior support engineer will get to know your computing environment over time, providing you with even better support, based on a more thorough understanding of your situation.

## Receive Four-Hour Initial Response Time

Wyse Gold and Platinum Premium Support customers also receive priority from our Customer Support team. Wyse will make sure we are in direct contact with you about your request within four hours. If you are calling within normal business hours you can reach your Named Wyse Support contact. At all other times, your call or email will be routed to somebody who can help, or at least get you on your way to resolution.

## Realize Additional Support with a Wyse Technical Account Manager for Platinum Customers

With Wyse Platinum Premium Support, you get a dedicated Technical Account Manager assigned to your account. Your Technical Account Manager is responsible for owning your relationship with Wyse Customer Support. They will manage your support tickets and provide additional support as needed. They can track down tickets and troubleshoot problems whenever you need help. Think of your Technical Account Manager as your support concierge at Wyse.