MAKE THE
WORLD SEE

Milestone Care
Policy

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Milestone Care Program

Milestone Care is a complete software maintenance and support program that takes care of your product throughout its lifetime. It delivers on our commitment to your business that you can take full advantage of your product and get the most out of your investment.

Designed to give you peace of mind, the Care program has two distinct packages. Whether you need recurring software updates or 24/7 access to Milestone Support — or both — there is a package to suit your needs.

Milestone Care™ Plus

When you want to protect your investment.
XProtect® video management software (VMS) products are updated on a recurring basis to become safer and more efficient and powerful. Milestone Care Plus is designed as a software maintenance service. It ensures you have instant access to the product updates. This helps to protect your initial investment and ensure the solidity of your system.

Here is what you get with Care Plus:

- Recurring product updates that make your product safer and more efficient and powerful

- Full return on your initial XProtect investment if upgrading to a more advanced XProtect solution.

Recurring product updates

Customers with active Milestone Care Plus coverage can instantly update their software to the latest version. Customers who want to upgrade to a more advanced product, or customers without Milestone Care Plus coverage who wish to update their present Milestone product need to do that as an order transaction via Milestone Store.

Full return on your initial XProtect investment if upgrading to a more advanced XProtect solution

Milestone offers a unique trade-in policy for our software products, allowing customers to protect investments made in Milestone software. The trade-in policy provides:

- Software update to a newer version of the same product

- Software upgrade to a more advanced product, for example, upgrade from XProtect Expert to XProtect Corporate

The present Milestone trade-in policy grants the customer a refund on the old product to be updated/upgraded, where the amount credited is dependent on the Milestone Care service level.

- Customers with active Milestone Care Plus are entitled to a 100 percent refund of the current recommended retail price when trading-in licenses for their existing XProtect products.

- Customers without Milestone Care Plus coverage are entitled to 30 percent refund of the current recommended retail price of their existing product.

A refund from trading in software products cannot be converted to a cash payout, voucher etc., but will instead have to be used to purchase other Milestone products.

Customers with Milestone Care Plus can instantly update their software to the latest version via the Customer Dashboard. Customers who want to upgrade to a more advanced product or customers without Milestone Care Plus coverage who wish to update their present Milestone product need to do that as an order transaction via Milestone Store.

Please note that end customers should consult with Milestone resellers for pricing. The terms outlined above reflect our current trade-in policy, which may be subject to change.

+ If you need more support coverage, Care Premium expands the benefits of Care Plus:

Milestone Care™ Premium

When you need 24/7 direct access to the Milestone Support Team.
When support can't wait until Monday, Milestone Care Premium provides you with direct, personalized and prioritized access to the experts in the global Milestone technical support team round-the-clock.

Here is what you get with Care Premium:

- 24/7 access to the Milestone Support Team.

- Prioritized support to ensure critical issues are dealt with quickly.

- Support in selected languages based on availability.

Committed first response time for Milestone Care Premium

All severities have a first response within 15 minutes if reported by phone and within four hours if reported online. In addition to these initial response times, there are service objectives for progress status reporting.

Support entry point	First response time (FRT)
Phone	15 minutes (callback if needed)
Online web-form & email	Four hours

Committed Progress Status time for Milestone Care Premium

The Progress Status Time (PST) is the time it takes Milestone to report back to you the progress of the issue, current thoughts as to the cause of the issue, requests for additional information from the client, a decision of the actual severity level (if that needs to move up or down), as well as possible support activities moving forward.

Severity Level	Progress status time (PST)
A Catastrophic	Every 4 hours
B Severe	Semi-weekly
C Moderate	Every second week
D Minor	Every second week

Technical Phone Support

The primary support language is English. Based on availability, local language support in Europe, the Middle East and Africa include Danish, Dutch, German, French, Italian, Russian, and Spanish. Based on availability, local language support in the Americas includes Spanish.

Local language support is delivered during regular business hours and subject to availability. Outside-office hours will always only be in English, as we serve that need using follow-the-sun model, from Melbourne, Bangalore, Dubai, Sofia, Barcelona, Mexico, and Portland offices.

Click here to see the local dial-in numbers.
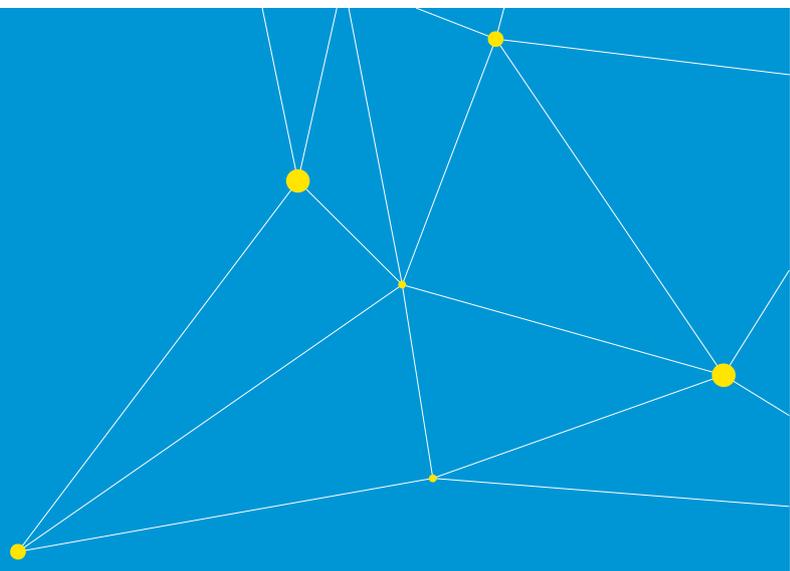
Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.