



Technical Support Services

We recognize that our customers have different needs when it comes to support and service. Our new Customer Success program is designed to provide customers with a range of support choices to fit their unique needs.

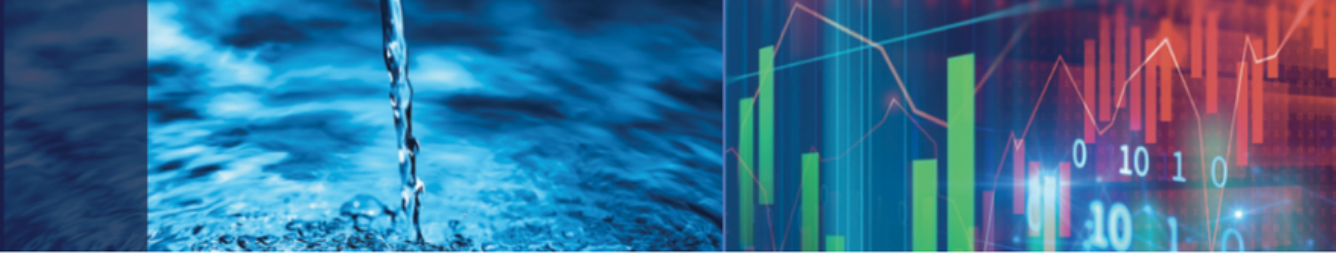
XiO is committed to ensuring our customers get the most from their systems. We've recently added resources to our technical support team, made up of US-based professionals.

All XiO customers receive the following support free of charge as part of their SaaS contract:

- ✓ Online access to the XiO Knowledge Base at www.help.xiowater.com
- ✓ Online customer training webinars on-demand
- ✓ Online Technical Support by email

Customers are encouraged to subscribe to a service level that best matches their requirements.

- Basic Service - Charged at an hourly rate.
- Premium Service - Purchase one of our bundle options to receive service points.



Compare The Value of The Services Your XiO System Provides

	Basic Service	Premium Service
Online Knowledge Center Website	✓	✓
eLearning Webinars	✓	✓
Technical Support by Email <ul style="list-style-type: none">• Online Ticketing and Email Response/Support• (8am-5pm PST, M-F, except holidays)	✓	✓
Technical Support by Phone <ul style="list-style-type: none">• (8am-5pm PST, M-F, except holidays)	Hourly Rate	Points Required*
Technical Support by Phone <ul style="list-style-type: none">• Emergency 24 Hour• (24 hours, 7 days a week, 365 days a year including holidays and weekends)	Hourly Rate	Points Required* (1.5x)
On-Site Direct Technical Support	Hourly Rate	Points Required* (1.5x)