

GRID SOLUTIONS

# PREMIUM TECHNICAL SUPPORT FOR COMMUNICATION NETWORKS

GE Vernova's Critical Infrastructure Communications (CIC) Services team offers industry leading premium technical support for optical and wireless communications networks through our Platinum Service Plan. Customers who select this option receive priority support above the Basic Service Plan.

## Basic Service Plan

- 8 am to 5 pm EST phone support
- Free to all GE Vernova customers

## Platinum Service Plan

- Remote 24/7/365 support with a dedicated toll-free number
- 4-hour technical response time
- Annual remote network analysis
- 1-week onsite support for network analysis, design and/or new equipment deployment with service implementation
- 1-week of onsite training

	BASIC SERVICE PLAN	PLATINUM SERVICE PLAN
Hardware Warranty	X	X
Software Updates	X	X
8am-5pm EST Basic Phone Support	X	X
1-Week Onsite Field Engineer Support		X
1-Week Onsite Training		X
Annual Remote Network Analysis		X
24/7/365 Priority Phone Support Including		X
4-Hour Phone Response Time		X

For more information  
visit [GEGridSolutions.com](https://www.GEGridSolutions.com)

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