

	Premier	Enterprise
General Support & Maintenance		
— Unlimited web, email, and phone support.	•	•
— Quick 30-minute response for critical cases.	•	•
— Access to Customer Central (web) Portal.	•	•
— Complementary upgrades to new product releases.	•	•
— Emergency 24/7 after-hours support for Critical Incidents.	•	•
— License assurance and emergency replacements.	•	•
— Discounts on test upgrade keys for on-prem software products.	100%	100%
Education Services		
— Unlimited access to self-paced online training.	•	•
— Self-paced Hands-on “lab modality” courses.	•	•
— Builder Badges		•
— Annual Education Credits for Instructor-led training.		50 +
— Personalized education dashboard and tracking services.		•
Adoption & Outcome Services		
— Account Health Monitoring.	•	•
— Account Health Review Sessions.		•
— Dedicated Customer Success Manager.		•
— Education Needs Assessment Consulting Services		•
— Adoption Consulting Services.		•
— Outcome Consulting Services.		•
Value Services		
— Application Support Consulting Sessions per year.		2
— GE Vernova Professional Services Consulting hours per year (note1).		25hrs
— Discount on additional Education Credits and GE Vernova Consulting Services Hours.		5%