



**FUTURE FIBRE
TECHNOLOGIES**

An Ava Group Company

FFT CUSTOMER SERVICE PLANS

	Equipment Warranty	Level 1	Level 2	Level 3
System Optimisation Services				
System audit and health check (remote)	+	1 per year		
Full preventative maintenance (remote)	+	1 per year	1 per year	
Full preventative maintenance (on-site)			1 per year	2 per year
Full PM, system and site audit (on-site)				2 per year
Incident Response Services				
Return to base repairs	✓	✓	✓	✓
Defective parts replacement included	✓	1 case per year	2 cases per year	✓
Repairs performed on-site			2 per year	✓
Remote Technical Support Services				
Remote technical support (business hours)	2 cases per year	4 cases per year	✓	✓
Remote technical support (24/7)			2 cases per year	✓
Software Upgrade Services				
Windows OS upgrades	+	1 per term	1 per year	✓
FFT FOSS upgrades	+	1 per term	1 per year	✓
FFT CAMS upgrades			1 per year	✓
Other Benefits and Discounts				
Regular reports on service and controller health	+	✓	✓	✓
Discounts on training, services, and products		✓	✓	✓
Factory training			✓	✓
Discounts on upgrades and replacements			✓	✓

+ When new equipment is purchased with the FFT Install+ care plan

Talk to FFT now about tailoring a Customer Service Plan
that suits your requirements: sales@fftsecurity.com