



VIQ SSM

SOFTWARE SUPPORT AND MAINTENANCE SERVICE

Premium software support for our valued customers. Available worldwide.

VIQ Solutions is committed to providing our valued customers with the most advanced audio and video digital recording solutions available on the market. Maintain your VIQ product, improve product performance and implement new product functionality as it becomes available by purchasing the **VIQ SSM (Software Support and Maintenance Service)**. When you purchase the VIQ SSM service, you will be provided with consistent coverage across all our product offerings in order that you get the most out of your investment.

Our methods of support may include any combination of the following:

Remote, Telephone or Email Software Support

- Software support provided via remote Internet access, telephone or email
- Monday - Friday (except holidays)
- 8AM to 5PM Eastern Standard Time
- After-hours software support available by special request or appointment

Why Purchase a VIQ SSM?

Get the most value from your investment with access to ongoing software innovation and minimal disruptions through rapid resolution of any technical issues and proactive service tools.

- Global support
- Software support across all VIQ products
- Security patches, fixes and updates
- Technical alerts, resources and support tools
- Telephone support
- Email / Remote / After-hours support
- With a valid SSM, you may be eligible for significant discounts on migration pricing.



The VIQ SSM Agreement is valid for one year and should be renewed annually to maintain privileges. Customers will be required to provide a SSM identification number when contacting VIQ Technical Support.

Support provided under this Agreement is limited to Supported Programs running at installation locations. Each Supported Program for which Support is requested must be licensed under a valid VIQ Solutions license.

For more information about the VIQ SSM service, please contact your VIQ Solutions sales representative.

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