

New Product Introduction		Date November 29 th , 2023
Product	Digi Expert Support Notice # 231130-03	

Audience	All Digi Partners/customers
Product Notice	Digi International is releasing a new Expert Support option https://www.digi.com/support/support-services

Product Description	<p>When you need priority access to Digi's support team, our Expert Support plan provides more services, expedited responses, and faster resolutions. In addition to all of the services of our Base Support plan, you receive:</p> <ul style="list-style-type: none"> • Telephone support — Expert assistance is only a phone call away. • Faster response — We will respond to your request within 4 hours. • Priority case resolution — You'll get the answers you need sooner. • Configuration recommendations — Tap into our experience to optimize your Digi device configuration. Please contact Digi Professional Services for any initial setup or configuration help. • Network troubleshooting — We will help identify and troubleshoot issues with Digi devices within your network. • Best-effort support for EOL and non-warranty products — We will provide best-effort support for end-of-life and non-warranty products. Does not include any effort that will require extensive engineering resources, or require firmware updates to resolve. Bug fixes are not guaranteed in this category.
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Digi Expert Support				
Part Number	Description	Region	MSRP	Availability
DG-EXPE-24-15HRS	Annual Expert Support Entitlement grants customer 24x7 support and 4 hour SLA for written cases. Limited to 15 hours tech support time.	Global	\$6,000	November 29, 2023

Lead Times	1-2 days
Additional Product Information	

Authorization	Nathan Kurtz, Implementation Manager, Digi International
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