



DG TECHNOLOGIES
Vehicle Network Solutions
33604 West Eight Mile Road
Farmington Hills, MI 48335
www.dgtech.com

Elite Technical Support Package

\$1,500 yearly

The Elite technical support package provides Law Enforcement Agencies with 25 hours of annual technical support including the following services:

- DG shall provide software updates as released by the OEM.
- DG shall be the single point of contact for all OEM software shipments.
- DG shall manage the OEM's software and determine what software updates to the OEM programs are necessary.
- DG shall update procedures and documentation as required.
- DG shall incorporate firmware changes in its product including a firmware updater and provide instructions to install the current firmware version.
- DG personnel shall be available Monday through Friday, excluding Federal Holidays, from 8:30 am to 5:00 pm Eastern Standard Time (EST).