What is Front-Line Support?

Front-line support makes Trimble Priority Support available to all users of Trimble Mapping equipment and software and related peripherals regardless of where the products were purchased. It provides support resources in addition to standard support provided online at www.trimble.com/support and through Trimble MGIS Dealers and Business Partners. It means immediate, direct access for all Trimble Mapping & GIS system users Forest Service-wide to Support Specialists at Electronic Data Solutions, Trimble’s Support Partner. Under this agreement Trimble Business Partner products will also be included. These partners include ESRI, Juniper Systems, Laser Technology, Inc., LaserCraft, Inc, Ricoh, and GPS-Photo Link. Under this agreement, Forest Service users receive:

- Twelve months (10/1/07 – 9/30/08) of unlimited technical support for all your Mapping & GIS systems¹ and related peripherals for all Trimble Mapping & GIS system users Forest Service-wide
- A toll-free number and dedicated email address to communicate directly and immediately with full-time in-house support specialists
- A “High priority” status on all inquiries just as with Priority Support inquiries, with immediate availability most of the time and a maximum of 1-2 hour return call in most cases

How do I Benefit?

Having questions answered quickly and accurately directly affects your productivity. In addition to help from your Trimble dealer or the self-help resources available to anyone on the Trimble Support website at www.trimble.com/support or for ArcPad on the ESRI Support website at support.esri.com, as a front-line support customer you will have direct and personal access to knowledgeable support staff at Electronic Data Solutions, a Trimble Authorized Support Partner. Benefits include:

¹ Mapping systems covered under support programs include:

- GeoExplorer XM, XT, or XH
- GPS Pathfinder Pocket, Power, ProXR/XRS, ProXT, ProXH, XB, XC, and Juno ST receivers
- GeoBeacon and Beacon-On-The-Belt (BoB)
- Trimble Recon, GIS TSCe, Trimble Ranger
- TerraSync, ArcPad, and GPScorrect for ArcPad field software
- GPS Pathfinder Office and GPSAnalyst Extension for ArcGIS software
- Legacy models and software: GeoExplorer 3 or 3c, Asset Surveyor (TSC1)
- Juniper Systems Allegro DOS/CE, CE or CX and Archer Field Computers
- Laser Technology, Inc. Criterion, Impulse, TruPulse, TruPulse 360 and Criterion RD-1000 range finders/relascopes
- LaserCraft, Inc. Contour rangefinders
- Ricoh 500 SE camera
- GPS Photo-Link Software
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• Immediate personal contact – A dedicated toll-free number and dedicated full-time support staff provide assurance that you will receive personal attention to help you solve your problem and get back to work.

• Knowledgeable support – Besides attending factory training and meeting Trimble’s strict standards for support staff, each support team member has experience using and supporting the Trimble Mapping and GIS equipment, often many years in duration. Authorized Support Partners also have ArcPad, GPSAnalyst, and ArcGIS experience. This “field-to-office” experience is invaluable when addressing your total system needs.

• Timely help – Our support staff are not using their spare time to help you. This is their full-time job, which means your problem is their first priority. In addition, as a Trimble Priority Support customer, your problem automatically takes precedence over other support inquiries.

• 3-day Repair Turnaround. When equipment does need to be repaired, you can be assured of a fast turnaround. From the time we receive it, warranty repairs will be completed within 3 business days. Non-warranty repairs will be evaluated and quoted within 3 business days.

Electronic Data Solutions commitments:

As an Authorized Support Partner, Electronic Data Solutions has already made certain commitments in order to ensure top quality technical support, repair services, and training. These include:

- Full-time support resources. Currently our Support Services group includes 5 full-time positions.
- Equipment laboratory for support inquiries. Currently this includes the following equipment: ProXR/XRS, ProXT/XH, XC, XB, Juno ST, Pathfinder Power, Pathfinder Pocket, TSC1, TSCe, Ranger, GeoII, Geo3, GeoXM, GeoXT, GeoXH, Recon, BoB, GeoBeacon, LTI and LaserCraft laser rangefinders, Juniper Systems Allegro and Archer field computers and every supported version of Asset Surveyor, TerraSync, Pathfinder Office, Trimble Reference Station, ArcPad, GPScorrect, and GPSAnalyst software.
- Separate support phone system and voice mailbox.
- Toll-free access: (866)560-6200
- Anonymous phone greeting. Calls to the Support Center ring differently and are answered as “Trimble tech support.”
- Separate Support database. This information is not available to salespersons.
- www.geoposition.com and support@geoposition.com for support inquiries.

The above commitments ensure timely, organized technical assistance from Electronic Data Solutions while preserving the integrity of the relationships Forest Service users may have with other Trimble dealers for sales and/or support services.
Information Resources:

- Forest Service Trimble GPS discussion forums will be available at [www.geoposition.com/usfs](http://www.geoposition.com/usfs). These will allow Forest Service users to share information and solutions with each other. Qualified support personnel will also be able to monitor the forums and respond to questions.

Optional Regional Training Classes

Electronic Data Solutions has six Trimble Certified Trainers available with more than 40 years of combined experience in teaching Certified Training classes. For GPS users within the Forest Service who may not already work with a Trimble Certified Trainer or who need introductory or intermediate training on TerraSync, ArcPad and GPScorrect, Pathfinder Office, GPSAnalyst Asset Surveyor, or the GeoExplorer 3, we would like to offer the benefits of this experience in the form of price-conscious training packages to be held regionally upon request. Rather than paying a per-student registration plus student travel expenses, on-site or regional classes can significantly reduce costs.

For example, per-student registration fees for a 3-day Trimble Certified Mapping training class are typically $800 - $1200. The same 3-day Trimble Certified class could be held on-site for $5,250 for up to 12 students. Electronic Data Solutions would provide at least one training laptop for every two students (if necessary), all training materials, a projector (if necessary), up to 4 additional GPS receivers, and include travel expenses in the above price. The Forest Service would need to provide a conference or training room with Internet access and a projection screen, and at least one GPS receiver for every two students. Students would be welcome to bring their own laptops to such classes, which would need to be pre-loaded with appropriate software. If additional GPS receivers are needed, Electronic Data Solutions could supply them for such classes (if available at the time) for $50 per day per receiver. If an on-site conference or training room is not available, using an off-site training room may incur additional expenses depending on the circumstances.