



**Trimble Environmental Solutions (TES) Priority Support** offers immediate, direct access to experienced support specialists. Maintain your productivity by getting your questions addressed quickly. With all of the TES Priority Support options, you receive:

- Unlimited technical support on the SEMonitor software, Map Production Utility, and Trimble handhelds running the SEMonitor software. Support for the DataFID hardware will be forwarded to the manufacturer.
- A toll-free phone number and a dedicated email address so that you can communicate directly with support specialists from Monday to Friday, 7am – 6pm Mountain Time.
- A high priority status for all your inquiries ensuring your questions get answered first. You are guaranteed a 2-hour turnaround time during business hours on all emails and voicemails.
- Free rush service on TES Technical Services (see below for details)

One year TES Priority Support per person is purchased for individuals requiring priority contact with technical support staff and can be purchased by contacting your local Trimble SEMonitor reseller or by calling 866-560-6200.

Part Number	Description	Price
99840-01	TES Priority Support, 1 Year (per person)	\$495.00
99840-02	TES Priority Support, 2 Years (per person)	\$750.00
99840-10	TES Priority Support, 1 Year (per company)	\$10,000.00

**TES Technical Services** offers assistance with data migration and map creation using the Map Production Utility for use in SEMonitor software. Avoid wasted time converting data into the right format for SEMonitor software. Email your CAD data and that will be converted and overlaid on a Google Earth background for use in the field. The map package will be emailed to you, and phone and email assistance are provided to move the data to the handheld.

Part Number	Description	Price
SEM-MapService	Per hour fee for Standard map delivery (3-day turnaround), one-hour minimum charge	\$100.00
RSEM-RushMap	Per hour fee for Rush map delivery (1-day turnaround), one-hour minimum charge	\$175.00

Rush service is offered at the Standard rate for TES Priority Support customers. Call us at 866-560-6200 or email [support@geoposition.com](mailto:support@geoposition.com) for data requirements and to order TES Technical Services.