Scala Advantage

Scala is dedicated to providing superior support to both our partners and our customers and Scala is proud to offer the best-in-class support program, Scala Advantage. Scala Advantage is a subscription-based offering with two choices for support, so you are paying for the support you need and nothing more. Scala has a support organization that spans several continents, so not only do you have access to the right level of support, but you can get it when and where you need it.

Both Scala Advantage Basic and Scala Advantage Plus offer a variety of support options depending on your needs.

Scala Advantage Basic

Upgrade protection and maintenance.

All Scala products include one complimentary year of Scala Advantage Basic. Technical support may be provided by your Scala Certified Partner. Scala will support your Scala Certified Partner.
- Major upgrades
- Minor upgrades
- Bug fixes
- Access to the Scala knowledge base
- Reduced rate per incident pricing

Scala Advantage Plus

Upgrade protection, maintenance, and Scala technical support.

You may want to purchase this product through your Scala Certified Partner if they do not provide technical support or if you would prefer support direct from Scala. Technical Support at all levels will be provided to you direct from Scala.
- Online support
- Phone support
- Email support
- Major upgrades
- Minor upgrades
- Bug fixes
- Access to the Scala knowledge base

	Online support	Phone support	Email support	Major upgrades	Minor upgrades	Bug fixes	Access to the Scala knowledge base	Reduced rate per incident pricing
Scala Advantage Basic				●	●	●	●	●
Scala Advantage Plus	●	●	●	●	●	●	●	N/A

NOTE: A given network has a single network-wide Scala Advantage expiration date equal to that of the InfoChannel Content Manager. InfoChannel Players will include complimentary Scala Advantage coverage through the term of the InfoChannel Content Manager. Therefore, Scala Advantage for InfoChannel Players will expire on the same date as the InfoChannel Content Manager, regardless of their purchase date. Upon renewal of the Scala Advantage program, support will be charged for each InfoChannel Player and InfoChannel Content Manager. All products in the network must maintain the same expiry date.

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