

A woman with long dark hair, wearing a light blue blazer and a white collared shirt, is smiling while wearing a professional headset with a microphone. She is sitting at a desk with a keyboard, looking towards the right. The background is a blurred office environment with windows.

AVEVA

AVEVA™ Customer
FIRST Program
User Guide

aveva.com



AVEVA™ Customer FIRST Program User Guide

Version 2.2, February 2026

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1. AVEVA Customer FIRST Program¹

The AVEVA Customer FIRST program is a fee-based software maintenance and technical support program designed for end-users to extract and retain the maximum benefit from their AVEVA software investments, including software delivered via one of our flexible subscription options. Customer FIRST is purchased in the form of an annual or multi-year agreement, purchased separately or as part of your software subscription.

Customer FIRST is the foundation of your support relationship with AVEVA and our global partner network. It offers a comprehensive portfolio of value-add offerings, including software version upgrades and maintenance, expert technical support and success-based engagements to help you get the most value possible from your investment in our software and keep your operations running smoothly.

The AVEVA Customer FIRST program includes:

- Continuous software maintenance and innovation through software version upgrades to evolve your software solution to best address your changing business needs.
- Access to technical support experts that are adept at resolving issues quickly, capitalizing on years of experience.
- Optional Customer Success engagements and resources to efficiently maintain and optimize the performance of your software and meet your changing business needs.

Customer FIRST offers exceptional customer-focused software maintenance, services and support and is specifically designed to help you:

- Improve Operational Performance through accelerated project deployment and maximize return on investment while minimizing implementation risk.
- Protect Critical Investments through product enhancements and the newest technology upgrades, keeping your software and applications current and “state-of-the-art”.
- Maximize Asset Performance through improved performance levels of your system and plant assets.
- Reduce Total Cost of Ownership (TCO) by minimizing downtime and process interruption and improving operator productivity.

¹ Delivery of the support services under the AVEVA Customer FIRST program is governed by the AVEVA General Terms and Conditions found on <https://www.aveva.com/en/legal/>, unless otherwise agreed in writing.

1.1. Program Overview

The AVEVA Customer FIRST program is a portfolio with three distinct program levels –Standard, Premium and Elite². Your program level selection may depend on project and commissioning milestones, the complexity and criticality of your operations, the maturity of your systems and the expertise of your project resources.

Included Benefits	Standard	Premium	Elite
Technical Support and Services			
Business hours technical support (normal local business hours)	✓	✓	✓
Knowledge and Support Center website	✓	✓	✓
Customer FIRST mobile support app ¹	✓	✓	✓
Level 2 - direct technical support ²	✓ ¹	✓	✓
En route response plan for billable onsite corrective assistance	NBD	24 hours	4 hours
Discount on technical support consulting services	5%	10%	20%
E-learning	✓	✓	✓
Cloud application accessibility support (24/7/365)	✓	✓	✓
Emergency 24-Hour technical support (24/7/365)		✓	✓
Technical support priority response commitment			✓
Software Maintenance And Utilities			
Software version upgrades and revisions	✓	✓	✓
Software maintenance releases, service packs, patches and updates	✓	✓	✓
License assurance ³		✓	✓
Discount on test and offline development system licenses		✓	✓
AVEVA™ System Monitor ¹			✓
Additional benefits for customers meeting a minimum annual contract value			
Block of hours eligible for technical adoption consultancy or Success Accelerators		16	24
Included training for your AVEVA software product (classroom or virtual Instructor-led)		1	2
Complimentary invitations to AVEVA World Conference		2	5

1. Refer to the [detailed description in 3.2.5](#) for usage limitations
 2. Only available at Premium and Elite levels when purchased through AVEVA Partner
 3. License assurance included for all subscriptions/cloud-hosted software

² The availability of specific program levels varies depending upon the AVEVA solutions you have installed. Your account manager can advise you.

1.2. Optional Customer Success Engagements

The AVEVA Customer FIRST Program also offers flexibility to tailor your agreement to the specific needs of your business by purchasing optional add-on engagements in addition to your core program level. These add-ons are designed to help you maximize productivity, accelerate projects, and protect your investment.

Optional Customer Success Engagements	Standard	Premium	Elite
Flexible funding for services	✓	✓	✓
Success Accelerators	✓ ¹	✓	✓

1. Only available at Premium and Elite levels when purchased through AVEVA Partner

2. Pricing

The AVEVA Customer FIRST Program is an annual fee-based software maintenance and support program, included with your AVEVA software subscription or purchased separately. The annual fee is calculated as a percentage of the list price of AVEVA software at your facilities or sites.

2.1. Support Reinstatement for Lapsed Enrollment

AVEVA *strongly encourages* you to renew your Customer FIRST support enrollment on time and prior to the expiration date. Your entitlement to access AVEVA technical support resources (including access to our Knowledge and Support Center website) will expire on your Customer FIRST agreement end date. Additionally, should a lapse in your support enrollment occur, you may be charged a reinstatement fee. The amount of the reinstatement fee may increase the longer the enrollment has lapsed, so *please* renew your Customer FIRST enrollment before it expires.

3. Included Benefits

AVEVA is focused on helping you transform your operations by enabling greater agility, efficiency, and competitiveness through innovative, open systems.

The AVEVA Customer FIRST Program provides essential support to help you maintain maximum system performance and reliability. Whether you are planning a new installation, running stable operations with minimal change, keeping your environment current with the latest updates, or preparing for a major upgrade, Customer FIRST offers a comprehensive—and continually evolving—set of capabilities and add-on options designed to maximize your return on investment, reduce risk, and support long-term success.

3.1. Technical Support and Services

3.1.1. Business Hours Technical Support (Normal Local Business Hours)

Included in the following support levels: Standard, Premium, Elite

AVEVA provides expert technical assistance during normal business hours via regional support centers and locally based support engineers. Each request is processed through a well-defined multi-level response model that assures a skilled and timely response appropriate to the urgency and complexity of the reported situation. Reported situations are assessed according to the impact on the customer's production, safety or environment.

Notes:

- All customers who purchase their Customer FIRST agreement through an authorized AVEVA Distributor are served by Level 1 Distributor Certified Support Provider (CSP) distribution facilities during local business hours.
- Customers participating in the Standard level of the program who have purchased their agreement through a local AVEVA Distributor will be entitled to support solely from that distributor.
- Customers participating in the Premium or Elite level of the program who have purchased their agreement through a local AVEVA Distributor will also be entitled to contact AVEVA Technical Support directly during business hours (see *Level 2 - Direct Technical Support* below).
- Customers who purchase their Customer FIRST agreement from AVEVA directly are entitled to access AVEVA Technical Support directly, regardless of program level enrollment.

3.1.2. Knowledge and Support Center Website

Included in the following support levels: Standard, Premium, Elite

Reliable information is the key to effective product and system usage. AVEVA makes available its extensive knowledgebase of technical user documentation, issue solutions, product trends and software updates through our Knowledge and Support Center website. Access to the website also allows you to leverage the knowledge of your peers using our Community forums.

The AVEVA website provides you with on-demand product downloads, as well as case management. Logon to the website anytime to submit and review your requests for technical support³.

Our Knowledge and Support Center website address is: <https://softwaresupport.aveva.com/>.

³ Cases opened with your local AVEVA Distributor CSP will not be visible on the AVEVA Knowledge and Support Center Website. Access to case management via the website is subject to your Customer FIRST program level enrollment and purchasing channel – see [section 3.1.1](#).

3.1.3. Customer FIRST Mobile Support App

Included in the following support levels: Standard, Premium, Elite

The Customer FIRST App is a mobile application (smartphone or tablet application) designed to give you access to support when you're on the go and to help you understand your support and service entitlements. The Customer FIRST app:

1. Provides you with the latest information regarding the Customer FIRST Program, including your technical support ID for accessing support, and real-time notification of available software updates that can then be downloaded via Electronic Software Delivery (ESD). In addition, you can use the app to review our upcoming customer events and training classes.
2. Is integrated with AVEVA's Knowledge and Support Center website, allowing you to submit and review your cases when you're on the move.

The Customer FIRST Mobile Support App is available for both iPhone and Android devices.

Notes:

- Your login credentials for our Knowledge and Support Center website are also your username and password for the app.

3.1.4. Level 2 – Direct Technical Support

Included in the following support levels: Standard*, Premium, Elite

The Customer FIRST program provides you with direct access to experienced technical resources within the AVEVA Technical Support team. You have the flexibility of engaging your local AVEVA Distributor (if you purchased your support agreement through one and depending upon your program level) or with AVEVA Technical Support Level 2 directly for any technical issue you encounter.

Note:

- *This entitlement is only included at Premium and Elite levels when purchasing your Customer FIRST agreement through an AVEVA Distributor.

3.1.5. En Route Response Plan for Billable Onsite Corrective Assistance

Included in the following support levels: Standard, Premium, Elite

AVEVA solutions are reliably supported through a remote connection (VPN or web conference). This approach provides fast, effective support, particularly in emergency situations. If our technical support engineers are unable to resolve your technical support case using remote methods, AVEVA resources are available to provide hands-on corrective assistance at your site.

A skilled AVEVA technical support engineer will commit to providing a plan, within the designated timeframe, to travel to your site to perform necessary corrective actions to return your production system or application from an emergency situation that involves the loss of significant operational functions to a stable, operational state. These activities may include system troubleshooting, and software restoration⁴ or correction due to data corruption. While this type of support is typically time-sensitive in nature, en route response time commitment⁵ is determined by your level of Customer FIRST enrollment:

⁴ Software restoration may be accomplished using install discs or via download. If the customer's data is corrupt, there may be no recourse, in some cases, to restore corrupted user data.

⁵ *This commitment is dependent upon availability of regional resources and arrival time is dependent on transportation contingencies beyond AVEVA's control. Your AVEVA account manager will work with you to define the response commitment appropriate for your site.

- Elite – 4 hours*
- Premium – 24 hours*
- Standard – Next Business Day*

Notes:

- Activities that are not covered by Onsite Corrective Assistance include application work, block configuration, display creation, historian creation, software installation, preventative maintenance work and startup support.
- Labor and materials, travel and living expenses are billable. Billable labor hours include travel time, time spent obtaining plant access, time spent onsite and offsite performing evaluations and preparing documentation necessary for the assigned tasks.

3.1.6. Discount on Technical Support Consulting Services

Included in the following support levels: Standard, Premium, Elite

AVEVA's Customer Success offerings enable you to leverage skilled AVEVA resources that can help you manage complex migrations, optimize the performance of your existing assets, conduct routine performance assessments and assist you with new product deployment. The Customer FIRST Program provides you with access to discounts on Consulting Services delivered by the experts within our Technical Support and Technical Adoption teams.

Whether you are planning a new project and need help architecting a solution or want recommendations to optimize the performance of your existing application for a single-site project or a global, enterprise-wide engagement, we will help you make arrangements with qualified resources within AVEVA. As always, AVEVA combines best-in-class software technologies with in-depth process, plant and IT expertise.

- Elite – 20% discount
- Premium – 10% discount
- Standard – 5% discount

Notes:

- This discount provided under the Customer FIRST Program is applied to standard services pricing and cannot be combined with any other discount, including corporate/volume pricing discounts applicable to Consulting Services.
- This discount can be applied to Success Accelerators.
- This discount cannot be applied to AVEVA Consulting Services subscriptions.

3.1.7. E-learning

Included in the following support levels: Standard, Premium, Elite

The journey to performance can be efficient and effective when using well-designed training programs. AVEVA Customer Learning provides all the components to effectively bridge the gap between where you are today in terms of technical performance and where you want your personnel to be in the future. Your access to AVEVA e-learning includes a wide range of self-guided content, including videos, recorded presentations, job aids, PDFs, downloadable files, webinars, interactive e-learning, and knowledge checks.

Notes:

- Qualified e-learning courses are tagged "e-learning" and will include the "this course is free to enroll" message under the Enroll button on the course page.

- E-learning+Plus content on the AVEVA Learning Academy is not included.
- Availability of e-learning modules varies depending upon AVEVA product.
- Additional introductory content for AVEVA PI System is available on our AVEVA PI System Learning channel on YouTube.

Visit the AVEVA Learning Academy to learn more about our training options: <https://learningacademy.aveva.com/>.

3.1.8. Cloud Application Accessibility Support (24/7/365)

Included in the following support levels: Standard, Premium, Elite

AVEVA provides you with 24-hour access to technical support for user access and connectivity issues related to CONNECT, our industrial cloud platform.

3.1.9. Emergency 24-Hour Technical Support (24/7/365)

Included in the following support levels: Premium, Elite

AVEVA provides emergency technical support outside of normal business hours for situations that involve loss of significant software operational functions on the production system or plant downtime situations.

Notes:

- AVEVA provides after-hours support in the English language only.
- Access to after-hours support is provided for “P1 – Critical” issues as defined in the *Case Priority Levels* table.

3.1.10. Technical Support Priority Response Commitment

Included in the following support levels: Elite

Your technical support cases will receive prioritized handling by our Technical Support team. Your Elite level enrollment ensures that you will have expedited access to our technical support engineers when opening your cases, leading to expedited resolution times⁶.

3.2. Software Maintenance and Utilities

3.2.1. Software Version Upgrades and Revisions

Included in the following support levels: Standard, Premium, Elite

Keep your software and systems up-to-date with access to software version upgrades and revision releases. The Customer FIRST program provides you with the ability to upgrade and keep covered AVEVA software continuously current.

The version release is the most significant software upgrade. It generally contains major new features and enhancements. The Revision release generally contains both software correction and minor enhancements.

⁶ Total time to resolution will depend upon the complexity of the reported issue and customer engagement during the case management and resolution process.

License(s) and upgrade media will be made available upon release, in electronic or physical format as appropriate, during the coverage period of your program enrollment. AVEVA also provides you with on-demand access to product downloads via our Knowledge and Support Center website.

Notes:

- AVEVA makes no guarantee that version and revision releases will become available during the agreement period.
- Customers using our software on our common cloud platform, CONNECT, inherently get the latest software and applications in environments maintained and managed by AVEVA.
- Availability of version upgrades and revisions is subject to our [Software Lifecycle Policy](#), available on our Knowledge and Support Center website.
- Software version upgrade and revision installation and startup activities are not part of the Customer FIRST Program - these activities require the scheduling of a separate site visit for which the labor terms of your enrollment will apply.
- Operating Systems and other 3rd party software (i.e. operating systems, anti-virus software etc.) upgrades are not included under this benefit.
- Your Customer FIRST enrollment must be active at the time the software version upgrade or revision is requested. Eligibility to request upgrades and revisions at no charge ends with agreement expiration. Additionally, the following eligibility requirements must be met:

Version Upgrade Eligibility:

- *For perpetual-style licenses:* Upon enrollment, AVEVA software must be at the current/preferred minimum Version level to be eligible for future AVEVA Version upgrades. If AVEVA software is not at the current/preferred minimum Version level at the time the Customer FIRST agreement is executed, the customer must first purchase the upgrade version to get current. Once the above criteria is met, entitlement to future AVEVA software Versions begins and will continue for as long as an active Customer FIRST agreement is maintained with no lapse in support coverage.

Revision Upgrade Eligibility:

- *For perpetual-style licenses:* For customers enrolled in Standard, Premium or Elite levels of Customer FIRST Program, the eligibility for the future AVEVA revision upgrades will continue for as long as an active Customer FIRST agreement is maintained with no lapse in support coverage.

3.2.2. Software Maintenance Releases, Service Packs, Patches, Updates

Included in the following support levels: Standard, Premium, Elite

With the Customer FIRST Program, AVEVA provides releases and fixes for covered software related to your application that is released during your enrollment period. This entitlement applies to software that is in a current lifecycle phase.

Maintenance releases provide corrections to software defects within a software revision level.

Media will be made available upon release, in electronic or physical format as appropriate, during the coverage period of your program enrollment. AVEVA also provides you with on-demand access to product downloads via our Knowledge and Support Center website.

Notes:

- AVEVA makes no guarantee that maintenance releases will become available during the agreement period.
- Customers using our software on our common cloud platform, CONNECT, inherently get the latest software and applications in environments maintained and managed by AVEVA.
- Installation labor for version licenses, revision releases, maintenance releases, service packs, patches and updates, and startup activities is not included in this program feature. These activities may require the scheduling of a separate site visit for which the labor terms of your enrollment will apply.

3.2.3. License Assurance

Included in the following support levels: Premium, Elite

The Customer FIRST Program entitles customers enrolled in the Premium or Elite level to make up to two (2) requests to have lost licenses/license keys reissued during their annual agreement period.

Where your AVEVA product is licensed to a specific computer/MAC address, in the event the original machine is decommissioned, Customer FIRST entitles customers to transfer the original licenses to a new machine at no additional cost.

Notes:

- License Assurance provides coverage for on-premises licenses. Cloud-hosted product availability is governed by your AVEVA Subscription and/or AVEVA Cloud Services Agreement.
- Requests can be made for a single license or multiple licenses.
- A replaced license must be removed from any device and its original license file, license CD, and/or license certificate must be destroyed or archived and clearly marked as “inactivated” so that it cannot be used.
- If a lost/stolen key is found/recovered, it must be destroyed.

3.2.4. Discount on Test and Offline Development System Licenses

Included in the following support levels: Premium, Elite

The Test, Simulation, and Emergency Back-up System Program is designed to duplicate or mirror some or all of your on-line (i.e. production) system with an off-line (i.e. non-production) system for the purposes of testing, simulation, or emergency back-up. The Customer FIRST Program provides access to a 50% discount on software licenses to be used for the duplicate system.

Notes:

- This entitlement applies to perpetual-style licenses. For AVEVA FLEX (subscription) customers, this program does not apply - refer to the separate AVEVA FLEX offer for non-production/test or back-up use cases.
- Customers must agree that all software licenses in the off-line system will solely be used for non-production testing or simulation or emergency back-up purposes and for no other purposes whatsoever. Applicable system will be non-production and off-line except for temporary periods during emergency back-up situations such as disaster recovery or failover (off-line System).
- The off-line system licenses are to be identical to the on-line system licenses in product type but may be of lesser quantity or functional capacity (lower IO, lower tag count, less Equipment). Certain product exclusions may apply.

3.2.5. AVEVA System Monitor

Included in the following support levels: Elite

The AVEVA System Monitor software application—installed at your plant—continuously monitors your applications and system hardware, identifies upset conditions and alerts you to potential issues before they manifest into real problems like software application errors or machine downtime events. System Monitor helps you maximize system availability and increase your production yield and revenue while also enabling you to better manage system resources to improve asset performance. The System Monitor application will allow you to:

- Identify and address issues early to avoid adverse effects on operations.
- Monitor your assets 24/7/365, with early notification of issues.
- Quicken resolution times with pinpoint error detection.
- Effectively manage your staff with automated system management.
- Reduce the volume of high priority issues.
- Streamline the diagnosis process with precise alert notification.

Note:

- System Monitor is currently compatible with select AVEVA Operations, HMI, and SCADA software. More information can be found within the Product Hub on the AVEVA Knowledge and Support Center website: <https://softwaresupportsp.aveva.com/#/producthub>.

3.3. Additional Benefits: Minimum Annual Contract Value Required

3.3.1. Block of hours eligible for technical adoption consultancy or Success Accelerators

Available to the following support levels: Premium, Elite

The Customer FIRST Program provides qualified, enrolled customers with a flexible block of onsite or remote hours dedicated to technical adoption consultancy, including Success Accelerators. You can use your hours in the way that best supports your environment - for example, to perform system health checks, conduct optimization audits, or review software migration plans. By leveraging this block of expert time, you can maintain a stable, high-performing system while confidently planning and executing future upgrades.

- Premium – 16 hours*
- Elite – 24 hours*

Notes:

- *This represents the standard quantity allocated to customers who meet the minimum annual contract value. Quantities may vary based on additional spend or terms.
- Travel and living expenses related to an onsite visit are billable.
- Any labor hours that are required to complete work that are in excess of those hours provided under the agreement are billable.
- Unused hours cannot be rolled forward into the next 12-month term or Agreement coverage period.
- These hours cannot be used for project-based work delivered by AVEVA Global Services.

3.3.2. Included Training for Your AVEVA Software Product (Classroom, Virtual Instructor-led and E-learning +Plus)

Available to the following support levels: Premium, Elite

Get the training solution you need with a comprehensive, world-class training course that matches the power and excellence of your AVEVA software. You can apply your included training benefit to our catalog of instructor-led training classes (virtual or in an AVEVA facility classroom). You can also choose from our e-learning+Plus catalog which includes advanced and structured learning assets with defined and broader learning objectives and outcomes. These assets may include one or more complex e-learning simulations, lab exercises, training workbooks, virtual lab environments, hands-on lab exercises, and self-guided coursework.

Qualified Customer FIRST members will receive:

- Premium – 1 seat*
- Elite – 2 seats*

Notes:

- *This represents the standard quantity allocated to customers who meet the minimum annual contract value. Quantities may vary based on additional spend or terms.
- Seats can be used for any standard classes delivered by AVEVA Customer Education Services and listed in the AVEVA course catalog on the [AVEVA Learning Academy](#).
 - Your AVEVA Partner might elect to honor these seats locally.
- Seats cannot be used for custom training.
- Where available, seats may be used for Private Classes. Class size is limited to a minimum of six (6) students and a maximum of twelve (12) students.
 - Six (6) seats will be redeemed for such classes.
- This entitlement covers the tuition fee for the training course only and does not include Travel and Living expenses such as hotel, transportation, meals, etc. related to classroom or onsite training. Additional fees might apply for virtual environments.
- Unused seats cannot be rolled forward into the next 12-month term or Agreement coverage period.
- If you are qualified for training seats you will be issued a voucher code which can be redeemed when registering for a course on the [AVEVA Learning Academy](#). Talk to your account manager or Customer Success Manager to access your code or email avevatraining@aveva.com.

For more information about AVEVA training visit the AVEVA Learning Academy: <https://learningacademy.aveva.com/>.

3.3.3. Complimentary Invitations to AVEVA World Conference

Available to the following support levels: Premium, Elite

AVEVA hosts an engaging, customer-focused event every year, the AVEVA World Conference. This event gives you a powerful opportunity to connect with peers and industry experts who are transforming the industrial world with AVEVA products and solutions. You also have direct access to AVEVA core engineering, development, executive management, and technical support teams to discuss corporate direction, share feedback, and preview emerging solutions. This event is designed to help you stay informed, inspired, and connected.

The Customer FIRST Program provides qualified customers with complimentary passes to the event.

- Premium – 2 passes*
- Elite – 5 passes*

Notes:

- *This represents the standard quantity allocated to customers who meet the minimum annual contract value. Quantities may vary based on additional spend or terms.
- This entitlement covers the registration fee for the AVEVA customer event and does not include Travel and Living expenses related to attending the event.

4. Optional Customer Success Engagements

4.1. Success Offerings

AVEVA offers a variety of optional engagements – including Success Accelerators – that complement a Customer FIRST agreement. Our extensive portfolio is outcome-based and focused on accelerating adoption. The cost of these optional engagements varies based on the scope and complexity involved and will be quoted separately from your Customer FIRST program enrollment.

4.1.1. Flexible Funding

Optional for the following support levels: Standard, Premium, Elite

With Customer FIRST Program coverage, you have access to a range of labor-based support and customer success engagements, billed at local AVEVA labor rates at the time of delivery. These engagements include onsite corrective assistance, technical support consultancy, and time spent installing software associated with your Customer FIRST Program entitlements. The AVEVA engineer's travel time to and from your site is also billable, as are related travel and living expenses.

Your Flexible Funding balance will build automatically as part of your scheduled agreement payments, making it easier to spread the cost of eligible labor-based activity across the full coverage period of your Customer FIRST enrollment. You can set an appropriate funding level based on the anticipated number of labor hours for your company, site(s), and situation, multiplied by the prevailing local AVEVA service rate. Your AVEVA representative can help you determine a suitable amount.

As activity is delivered during the enrollment period, usage is deducted directly from your Flexible Funding balance. For full details, including eligibility and limitations see [Section 8](#) for Flexible Funding Terms and Conditions.

4.1.2. Success Accelerators

Optional for the following support levels: Standard*, Premium, Elite

AVEVA has an extensive and growing collection of optional Success Accelerators, delivered by our Technical Support and Technical Adoption Consultant experts. Success Accelerators are targeted, short-term engagements crafted to deliver specific and tangible outcomes. They provide access to advanced AVEVA product expertise to address both technical and operational challenges you may have across all lifecycle stages of your AVEVA software.

Find more information regarding available Success Accelerators on our website:

<https://www.aveva.com/en/support-and-success/customer-success/#accelerator>

Note:

- *This entitlement is only included at Premium and Elite levels when purchasing your Customer FIRST agreement through an AVEVA Distributor.

5. AVEVA Technical Support

AVEVA ensures that the utmost care is taken at every step of the development, manufacturing and on-going support cycles that, in turn, affect our relationships with our customers. Stringent procedural methodologies are employed in the daily operations of our Technical Support centers.

Support activities are measured against targeted support levels to help ensure we provide a high-quality support experience for our customers. Periodic internal and external audits ensure that organizational processes stay on track. External surveys help us understand our customers’ perceptions of their support experience.

When you contact any AVEVA Technical Support center or a third-party AVEVA Certified Support Provider, Subject Matter Experts (SMEs) are quickly engaged in answering your questions to help you troubleshoot, diagnose and resolve the issue at hand. Your request for support enters a globally shared case management system that ensures every query and issue is resolved effectively, efficiently and in a timeframe appropriate to the urgency of the reported situation.

AVEVA customers are supported by a unified global organization that is best in class. Our specialized product resources have the flexibility to leverage other resources within our global organization to ensure that our products and services are running at optimal levels, helping you succeed in the long term.

5.1. AVEVA Support Model

AVEVA sells its software through an extensive global network of direct AVEVA sales experts and Certified Support Provider (CSP) distributor facilities. CSPs are third-party distributor facilities certified by AVEVA.

How you access technical support resources will depend upon who you purchase your software and support through and your program level enrollment:

Sales Channel	Program Level	Support Provider
AVEVA Direct Account Manager	Standard, Premium, Elite	AVEVA Technical Support
AVEVA-authorized Distributor	Standard	Distributor CSP*
AVEVA-authorized Distributor	Premium, Elite	Distributor CSP or AVEVA Technical Support

*If the CSP is unable to resolve the problem, the CSP will escalate your issue to one of the AVEVA Technical Support (Level 2) centers on your behalf. AVEVA will then work with the Distributor to arrive at an appropriate solution.

MULTI-LEVEL RESPONSE MODEL (ESCALATION MODEL):

Case movement is as follows:

1st Level: Certified Support Provider (CSP) or AVEVA Technical Support

2nd Level: AVEVA Technical Support Manager

3rd Level: AVEVA Development

5.2. Contacting Technical Support

To obtain the current contact information for your local AVEVA Technical Support center or an AVEVA Certified Support Provider please visit our website: <https://www.aveva.com/en/support-and-success/support-contact/>.

5.2.1. Accessing Cloud Support

Any issues related to CONNECT, user accounts or user connectivity to AVEVA Cloud should be reported to the AVEVA Global 24x7 Cloud Support team via email: cloud.support@aveva.com.

5.2.1.1. Service Status

AVEVA maintains a real-time status dashboard, where you can get updates on the status and system health of our cloud offers via <https://status.connect.aveva.com/>.

We use this dashboard to publish notifications for scheduled maintenance updates to our solutions, and if there are any interruptions to service, we will provide an initial status along with regular updates until we return service to normal. You can also subscribe to relevant alerts to be notified of postings as they are made.

5.3. Obtaining Emergency 24x7 Support

AVEVA provides emergency technical support outside of normal business hours for situations that involve loss or potential loss of significant software operational functions on the production system or plant downtime situation.

Note: Reporting and other ancillary functions are not included under the definition of emergency support. It is expected that technical support for non-production applications will resume the following business day, during normal business hours.

5.3.1. Contact Information for Emergency Support

Calls received via our emergency service phone numbers will be automatically routed to a live phone dispatcher. The dispatcher will then contact one of the available technical support analysts/engineers who will return the call within 60 minutes.

Emergency technical support can be obtained by dialing **+1-949-639-8500**, accessible worldwide.

The AVEVA phone system will automatically identify your company via your individual phone user ID. From there, follow the phone prompts to be routed directly to our Emergency Support dispatcher.

Important: When contacting AVEVA Technical Support for the first time, you will be issued an individual phone user ID. You should have this phone user ID on hand every time you call AVEVA Technical Support. Your call will not be routed properly via the telephony system if you enter your Customer FIRST agreement/contract number. Your individual phone user ID can be retrieved via the Customer FIRST app or via the AVEVA Knowledge and Support Center website.

5.4. Case Submission

AVEVA offers you multiple methods for submitting your technical support issue:

- Telephone: Log your issue with one of our technical support analysts or engineers.
- Web: Log your issue using our online case submission form via our technical support websites or mobile app.

All cases entered in the AVEVA case management system can be accessed by AVEVA support centers across the globe. Our support centers collaboratively monitor this case-handling stream to ensure that every open case is assigned to appropriate personnel, who may be located anywhere in the world.

5.5. Gather Helpful Information Before You Contact Us

To make the most of your time when you contact AVEVA to request technical support, please have the following information on hand:

- Your Customer FIRST User ID, if known.
- The assigned case number if this is an open issue.
- Product component and software version.
- Any patches installed if the issue relates to a software application.
- If the situation involves a software application only, know the operating system type and version.
- System topology and design architecture.
- Relevant output from diagnostic applications.
- Are there any third-party hardware cards in the machine?
- Are there any third-party software applications running?
- Was the application tried on a different machine?
- Have you tried to reproduce the problem, and if so, what was the result?
- What have you done to troubleshoot the situation?

5.6. What Happens When You Request Support

When you contact AVEVA Technical Support or submit a question via our Knowledge and Support Center website, we will quickly process your request. Support enquiries are processed with the following methodology:

- Receipt of your inquiry is acknowledged.
- Your Customer FIRST Program enrollment level is verified.
- The inquiry is logged into our case management system and the case number provided for reference.
- The issue is prioritized based on commercial or technical urgency.
 - When speaking with the technical support engineer, you can request that a specific priority level be assigned to your case and we will do our best to accommodate your request - AVEVA will make the final determination according to *Case Priority Levels* as defined below.
- AVEVA begins to diagnose and resolve the issue as quickly as possible.
- If the technical support engineer requests that you provide application files for further investigation, you will be advised of the appropriate available methods of transmission -- via email or FTP site.
- If necessary, we will strive to reproduce the behavior to help determine its root cause.
- Once root cause is determined, we will determine a course of action with the goal of achieving problem resolution.
- You will be regularly updated as to the status of your case including any measures taken by AVEVA to escalate your issue to higher level subject matter experts.

5.7. Support Escalation Policy and Update Frequency

Based on the assigned priority level of your case, AVEVA Technical Support will take appropriate action to resolve your question or issue. That is, given the priority level, here's what we will do:

Case Priority Levels		
Priority Level	Definition	Action To Be Taken
P1 - Critical	System or process downtime, loss of essential function, critical business or operational impact, human safety or environmental impact.	AVEVA Technical Support will work on the case full-time, including evenings and weekends as necessary, until it is resolved or an appropriate workaround is found.
P2 - Serious	Feature(s) inoperable, no evident workaround, failure of one or more components, degraded operation of an essential function, potential business or operational impact, up against a hard deadline.	AVEVA Technical Support will work on the case full-time during normal business hours.
P3 - Moderate	Feature is inoperable and a workaround is possible, operational question, minimal or no business or operational impact	AVEVA Technical Support will work on the case during normal business hours.
P4 - Informational	Informational question, no business or operational impact, customer request, or next day call back is acceptable.	AVEVA Technical Support will work on the case during normal business hours.

5.7.1. Initial Response Target

Depending upon your Customer FIRST program level enrollment and the priority level of your case, AVEVA Technical Support applies the initial response targets shown in the table below when handling your case. The initial response target is met when the first activity related to the case is:

- performed by our Technical Support engineer **AND**
- is communicated to you or is viewable as an activity under the case details in the case management area of our Knowledge and Support Center website **AND**
- is performed within the target amount of time shown in the chart

Initial Response Target			
Priority Level	Standard	Premium	Elite
P1 - Critical	2 hours	1 hour	30 minutes
P2 - Serious	4 hours	2 hours	1 hour
P3 - Moderate	16 hours	12 hours	8 hours
P4 - Informational	24 hours	16 hours	12 hours

Note: The elapsed time for the purposes of determining whether Initial Response Target is met is the time elapsed during the normal business hours of the receiving AVEVA Technical Support regional center, except for P1 enquiries where the elapsed time includes both business hours and after-hours.

In addition, AVEVA Technical Support will provide you with regular updates on your issue based on the priority level of the case and your Customer FIRST program level:

Update Frequency			
Priority Level	Standard	Premium	Elite
P1 - Critical	Once per day	12 hours	6 hours
P2 - Serious	2 days	Once per day	Once per day
P3 - Moderate	5 days	4 days	3 days
P4 - Informational	8 days	5 days	5 days

Note: The update frequency schedule is based on the time elapsed during the normal business hours of the receiving AVEVA Technical Support regional center, except for P1 enquiries where the elapsed time includes both business hours and after-hours.

While it is our intent to resolve your case as quickly as possible, we cannot project an exact resolution at the onset of the issue. This is because it depends on the complexity of your question or issue and the speed at which we receive any requested documentation or diagnostic output from you.

5.7.2. Escalating Your Issue

AVEVA Technical Support has processes and systems in place to ensure that your incident will receive proper attention and be managed according to its priority by the appropriate people in our department, as well as other relevant AVEVA resources.

5.8. When Is Your Case Closed?

AVEVA will work to quickly resolve your question or issue based on the assigned priority level. Your case will be closed when it falls under one of these categories:

- Your question has been satisfactorily answered and it requires no further activity.
- The issue has been resolved via a Hot Fix, Patch, Service Pack, or Major / Minor product release.
- Your issue was determined to be a software defect, which will be resolved in a future Patch, Service Pack, Hot Fix or in the next release of the product. When the Patch, Service Pack, Hot Fix, or Maintenance Release becomes available, you will be notified by email. Patches, Service Packs and Hot Fixes will be made available via the Knowledge and Support Center website. AVEVA Patches, Hot Fixes and Service Packs will be incorporated into a future product release.
- Your question or issue results in correction in the AVEVA product's user manual and/or on-line help system.
- Your issue is caused by running a third-party software or hardware product that is not owned or distributed by AVEVA. We'll explain the cause of the problem and recommend your next course of action.
- Your question or issue concerns a desired product feature that is not part of the product's current release. We will convert your issue into a product enhancement request, which will be forwarded to the AVEVA portfolio and product management group for further evaluation.
- You request that you no longer wish for us to work on your question or issue.
- You request that your case be closed.
- We require additional input from you but cannot reach you after making several attempts via known contact points (telephone, email). However, if you contact us after we have closed your logged case, we will be happy to reopen it.

5.9. Submitting a Feature Request

AVEVA strives to continually improve our portfolio of products in terms of new and improved features and product performance. We strongly encourage you to submit your ideas and suggestions on the use of AVEVA products.

You may submit your feature requests to us by contacting your AVEVA Technical Support center.

Your request will be initially handled as a case, with entry into our case management system. If your request is subsequently determined to be more appropriately handled as product enhancement or feature request, your case will be "closed" and submitted to AVEVA's Portfolio group. You will be notified of this action.

Your enhancement request (defined as a request for modification to an existing product specification, a new product feature or function) will be logged as such and assigned a tracking number which will then be emailed to you for reference. The next step is a review and prioritization of all enhancement requests by the AVEVA Portfolio Group. These requests will then enter the product definition cycle for upcoming releases of that product. Requirements for a release are prioritized according to their business value as determined by the Portfolio group.

5.10. Requests and Eligibility for a Hot Fix

A “hot fix” is a software module designed to correct a single (typically) software defect. Hot fixes may be tested via a full quality assurance process or be unit tested (i.e. minimally tested) to speed their delivery to customers experiencing critical issues. Customers may request a hot fix, however, the final decision with respect to the technical feasibility and appropriateness of providing a hot fix rests with AVEVA.

Hot fixes are subject to the following requirements:

1. A hot fix must be formally requested by the customer.
2. Members of the Customer FIRST Program are eligible to request hot fixes.
3. It is at the sole discretion of AVEVA to issue a hot fix. Decisions will be based on feasibility, scope and complexity and other factors.
4. All hot fixes issued by AVEVA should be tested by the customer in a non-production environment, prior to deployment in a live production environment.
5. All hot fixes issued by AVEVA are provided “AS IS” and AVEVA hereby disclaims any and all liability, damages, warranties, express or implied, or obligations relating to the hot fix.
6. AVEVA may provide diagnostic fixes for temporary installation to gather additional data for a specified period of time, after which the diagnostic hot fix should be removed from the system.

5.11. Remote Support

AVEVA utilizes proven remote access technologies to expedite resolution of technical support issues. These technologies are utilized with customer participation and used in a way that ensures your systems’ security. If consistent with your security requirements, AVEVA will also use its own technology for remote access. Using remote access technologies can dramatically improve the resolution time of your issues.

5.12. Support for Third Party and Resale Products

Support for Third party or Resale Items, as defined in AVEVA’s general terms and conditions, is independent of the support provided by AVEVA for the AVEVA Products and Services under the AVEVA Customer FIRST Program and is governed by the partner's support model, which includes their respective response times and case handling processes. AVEVA's support services, as described in this document, do not extend to any Third Party or Resale Items unless explicitly stated otherwise. AVEVA may facilitate communication or collaboration with the Third Party or Resale Item’s support team as needed, but ultimate responsibility for resolving these issues rests with the Third Party or Resale Item vendor.

5.13. Customer Contractors and AVEVA Technical Support

If a Customer is engaging a third-party contractor to provide production/run-time support on its behalf under their Customer FIRST enrollment then that third-party contractor must be clearly affiliated with the Customer when registering for technical support with AVEVA and opening cases on their behalf. In these instances, AVEVA requires a Customer’s third-party contractor to be setup with an email address tied to the Customer’s corporate domain.

6. AVEVA Warranty and Support

AVEVA’s warranty protection is defined in the AVEVA General Terms and Conditions. Warranty protection does not include access to technical support during the warranty period.

To help ensure that you benefit from an optimal first year experience with your new installation, AVEVA recommends that you supplement your warranty with enrollment in the AVEVA Customer FIRST Program. With Customer FIRST Program coverage, access to expert technical support and comprehensive services will help ensure successful initial operation and on-going system performance.

7. Lifecycle and Support Policies

AVEVA is committed to providing comprehensive product support, encompassing technical assistance, software innovation, software maintenance, and security. As software evolves, it is routinely updated to newer versions that enhance performance, capabilities, security, and meet modern technological standards. To manage this evolution, we have instituted a Software Support Lifecycle and Retirement Policy. This policy provides a portfolio-wide framework and guidelines that govern the type of support provided as a software product progresses through its lifecycle phases, from the Software Release date to the End-of-Life (EoL) of that software product or version. The policy is designed to assist our customers and partners in making informed purchasing decisions, facilitating effective planning, implementation, and optimization of ongoing use, while supporting the adoption of newer versions. It helps customers derive maximum benefit from their investment in AVEVA software.

The AVEVA Customer FIRST Program provides support in accordance with this policy. Click [here](#) to access the AVEVA Software Support Lifecycle and Retirement Policy.

Logon to the AVEVA Knowledge and Support Center website for current product lifecycle information:
<https://softwaresupport.aveva.com/>.

8. Appendix A - Flexible Funding Policy

Flexible Funding can be used for:


- The following labor-based Customer Success offerings such as:
 - Success Accelerators – see the *AVEVA Success Accelerator catalog* for a full list of available engagements
 - Custom training
 - Onsite technical support
 - AVEVA personnel travel hours to/from the customer site
 - Travel and living expenses related to the delivery of any of the above Customer Success engagements


Flexible Funding cannot be used for:

- Consulting and project services delivered by AVEVA Global Services
- Labor hours for any activities, products, software, programs and solutions not related to Customer FIRST support and maintenance onsite engagements or the delivery of any of the above Customer Success offerings
- Travel and living expenses not related to Customer FIRST support and maintenance onsite engagements or the delivery of any of the above Customer Success offerings
- Software/product purchases

The following terms and conditions apply to Flexible Funding:

1. Flexible Funding may be provisioned by the Customer for a value that will accrue during the term of the Customer FIRST agreement, in accordance with the terms of the agreement. Allocation to Flexible Funding may differ each year within a multi-year agreement.
2. Customer's contribution to Flexible Funding will be made in accordance with the agreement invoicing schedule. It may be increased or decreased upon renewal of the agreement.
3. Customer's contribution cannot be cancelled during the annual term or multi-year term.
4. The scope of activities utilized can be defined at any time prior to, or during, the agreement term. Delivery of services must be taken within the agreement term.
5. As applicable deliverables are provided, the selling price, based on prevailing list rates, will be deducted from the Flexible Funding balance. Once the Flexible Funding reserve has been fully used, no further engagements can be applied. If desired, Customer may replenish funding for use during the remainder of the agreement term.
6. The Flexible Funding balance must be used within the then-current Customer FIRST agreement term. Any unused Flexible Funding balance will expire at the expiry or termination of the then-current Customer FIRST agreement term and cannot be carried forward, extended, or applied to any subsequent agreement term.
7. If the agreement is terminated prior to its expiration date, any accrued unused Flexible Funding balance will not be refunded to the Customer.
8. If the agreement is terminated prior to its expiration date, a lump-sum invoice will be issued for usage above the accrued Customer contribution.

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