# World-class Customer Maintenance & Support Services

At Telestream we understand that timely and effective product support is critical to your organization. We are committed to providing you with the support you need when you need it.

Telestream is pleased to offer a range of services from our world-class Enterprise Maintenance and Support team. These support solutions provide timely product updates and access to our highly-skilled technical consultants via telephone, email or online support. Our product experts will give you the quick and comprehensive support you need to help fully leverage the power of your Telestream products.

Free software updates, provided at all levels of support, give you the peace of mind of knowing that all bug fixes and minor feature enhancements will be yours at no extra charge. This allows you to take advantage of the latest product features as soon as they become available.

This document provides an overview of our various support levels. For complete details, please reference our Maintenance & Support Guide.

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# Support levels

## Silver Support

Silver Support is for customers requiring standard coverage. Telestream will make reasonable commercial efforts to **respond within 6-8 business hours** from the receipt of trouble notification contingent upon the severity of the request.

Silver support is available for all Vantage transcoding and workflow products, Vantage Cloud Port, Vantage Lightspeed Server, Lightspeed Live Capture, Lightspeed Live Stream, Vidchecker, MacCaption and CaptionMaker.

Silver Support provides access to our technical consultants Monday through Friday, between 6:00AM – 6:00PM Pacific Time (PT). For EMEA customers, we offer support Monday through Friday from 9:00AM - 6:00PM Central European Time. Please reference our Maintenance & Support Guide for holiday exclusions in the U.S. and EMEA and for support hours for our captioning products.

## Gold Support

Gold Support is for customers requiring faster response times and additional personalized services. Telestream will make reasonable commercial efforts to **respond within 4-6 business hours** from the receipt of trouble notification contingent upon the severity of the request.

Gold support is available for all Vantage transcoding and workflow products, Vantage Cloud Port, Vantage Lightspeed Server, Lightspeed Live Capture and Lightspeed Live Stream.

Gold Support provides access to our technical consultants Monday through Friday, between 6:00AM – 6:00PM Pacific Time (PT). For EMEA customers, we offer support Monday through Friday from 9:00AM - 6:00PM Central European Time. Please reference our Maintenance & Support Guide for holiday exclusions in the U.S. and EMEA.

## Platinum Support

Platinum Support is **for customers requiring emergency assistance** outside of Telestream Enterprise Support's normal business hours. Emergency calls are routed to an answering service ready to take your call, with notification made to the Telestream on-call technician. Currently, this service level is available in in the Americas, Europe, Africa, and the Middle East or by special arrangement with your Telestream Regional Sales Representative.

Platinum Support provides technical support 24 hours a day, 7 days a week, including holidays for all Vantage transcoding and workflow products, Vantage Cloud Port, Vantage Lightspeed, Lightspeed Live Capture and Lightspeed Live Stream.

Telestream Enterprise Support will make every reasonable commercial effort to respond within 2 hours for emergency priority one (P1) and priority two (P2) issues, as defined in the Technical Support Goals section of the Maintenance & Support Guide. Phone contact should be made for all P1 and P2 issues. Web contact for a P1 or P2 case may result in a longer response.

The phone number for after-hours support for Platinum customers is +1.530.470.2036. You will need to provide your Vantage Domain ID when you call.

## Platinum Plus Support

Platinum Plus Support is reserved for very large systems. Participation is by Telestream invitation only and includes a very deep and wide range of support services.

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# Support levels

| | **Silver** | **Gold** | **Platinum** |
|---|---|---|---|
| Product Coverage | Vantage, Vantage Cloud Port, Lightspeed Server, Lightspeed Live Stream, Lightspeed Live Capture, CaptionMaker, MacCaption & Vidchecker** | Vantage, Vantage Cloud Port, Lightspeed Server, Lightspeed Live Stream, and Lightspeed Live Capture | Vantage, Vantage Cloud Port, Lightspeed Server, Lightspeed Live Stream, and Lightspeed Live Capture |
| Telephone Support | X | X | X |
| Web and Email Support | X | X | X |
| Access to Telestream's Web Customer Support Center | X | X | X |
| Customer Portal | Access to Knowledgebase, educational content, and ability to open and review your own cases | Access to Knowledgebase, educational content, and ability to open and review your own cases, plus 2 named user logins to view across your company's open cases | Access to Knowledgebase, educational content, and ability to open and review your own cases, plus 4 named user logins to view across your company's open cases |
| Standard Support | 6AM - 6PM PT M-F (US) 9AM - 6PM CET M-F (EMEA AND APAC) 7AM – 4PM M-F (US) PT for Caption-Maker and MacCaption | 6AM - 6PM PST M-F (US) 9AM - 6PM CET M-F (EMEA and APAC) | 6AM - 6PM PT M-F (US) 9AM - 6PM CET M-F (EMEA and APAC) |
| 24x7 Mission Critical Support (P1 & P2) | N/A | N/A | X |
| Response Time for P1 and P2 during regular business hours | 6 business hours | 4 business hours | 2 business hours |
| Response Time for P3 and P4 during regular business hours | 8 business hours | 6 business hours | 4 business hours |
| Health Check-Ups (remote and during regular business hours) | N/A | Included up to 2x a year*** | Included up to 3x a year*** |
| DB Maintenance checks (remote and during regular business hours) | N/A | Included as part of Checkup | Included as part of Checkup |
| Customer Support Advocate | N/A | N/A | Acts as your single point of contact into all of Telestream's support resources, and is personally committed to your success and satisfaction with Telestream solutions. * |
| Access to a designated support team during standard business hours | N/A | N/A | X* |
| Case Reviews | N/A | 1x per month* | 2x per month* |
| Hot Fixes | X | X | X |
| Software Updates | X | X | X |
| SDK Support | Can be purchased | X | X |

\*   Available for customers with a $100K minimum annual Maintenance & Support Contract. Please contact your sales representative for more detail.

\*\*  Phone support for CaptionMaker and MacCaption is only available after a support ticket is entered via our support web form.

\*\*\* Contact Telestream Support to schedule these.
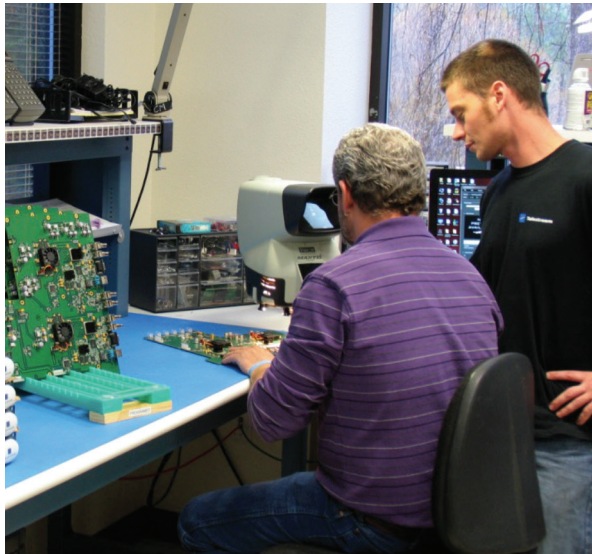
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# We are here for you!

## Hardware Services

For our hardware products such as Vantage Lightspeed Servers, we offer additional support services. Your one year Maintenance and Support agreement covers a standard return and repair service. Standard return and repair includes the following process:

- We trouble shoot your unit
- We determine that your unit has an issue that requires a return to the factory
- You ship the unit back to Telestream
- We repair and return it to you

For those workflows where you cannot afford the time it takes to do a repair and return, we offer our Express Replacement option, for an additional charge.

The Express Replacement service differs from your standard return and repair service by allowing you to replace a defective unit. If our support consultant discovers an issue with your unit, you will be sent a replacement unit which you will put in service and use permanently. You will ship your malfunctioning unit back to Telestream postage paid (North America, EU or EFTA).

## Remote Scheduled Services

Telestream offers remote scheduled services for customers with current maintenance and support contracts. These services can be provided during normal business hours. Please contact us if you need after business hours services. Scheduled services are offered on a per-instance basis, and are delivered via the web and phone only. 24-hour advanced scheduling is required.

Scheduled Service offerings can be scheduled for*:
- Version updates
- Assistance with major system upgrades
- Scheduled system maintenance
- Personalized workflow consultation and/or training
- Special Event Support

*These services may require internet connection to your server.*

## We Are Here For You!

Telestream Enterprise Maintenance & Support Services provide:
- Highly-trained support technicians
- Access to software and firmware updates and releases
- Hardware replacement programs to meet your needs
- U.S. and European customer service centers – conveniently located in those time zones

## For more information

Email: enterprisesales@telestream.net
Web: www.telestream.net

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