



SUPPORT

Telestream Maintenance and Support Guide
for Vantage, FlipFactory, Pipeline and Episode Engine

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Welcome to Telestream!

Thank you for using Telestream products and services. Our goal is to ensure that the service we provide facilitates full use of your investment. We are committed to resolving issues to your satisfaction and enabling your success using our products. This document provides an overview of the Telestream Support offerings such that you can make good Support decisions relative to your needs.

Technical Support Offerings

Telestream Maintenance and Support includes both technical web/phone support and software or firmware updates to Telestream products.

Technical Support Delivery

Standard Support

The Standard Technical Support offering provides technical support delivery Monday through Friday, between 6:00AM – 6:00PM Pacific Standard Time (EST) excluding holidays*.

For our EMEA customers only we offer support from 9:00am - 6:00pm Central European Time (CET) excluding holidays**.

Telestream will make reasonable commercial efforts to respond within 4 business hours from the receipt of trouble notification contingent upon severity.

*Telestream, Inc. observes the following U.S. holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve and Christmas.

**Telestream, Inc. observes the following European holidays: New Year's Day, Good Friday, Easter Monday, Labor Day, Ascension Day, Whit Monday, Corpus Christi, German Unification Day, All Saints' Day, Christmas Day and Boxing Day

Technical Support Contact Methods

Email

Email support@telestream.net

Email contact can be used for all Priority troubles as defined later in this document.

Phone

Dial 1.800.254.6245 inside the United States or +1.530.470.2036 outside the United States.

Dial +49 228 280 9141 if calling our European Service Center.

Phone contact should be made for all Priority 1 troubles as defined later in this document.

Phone contact can be used for Priority 2-4 issues as well.

Web

<http://www.telestream.net> provides access to our Case Submission tool on the web site. This tool provides a means for immediate insertion of your trouble condition into our Technical Support queue.

An automated response will be sent to the email address provided by you inclusive of a case number for future reference.

Web contact should be used for Priority 2-4 troubles as defined later in this document.

Technical Support Specifics

Duration

Technical Support coverage will remain active under a valid support contract.

Fees

Support fees are as defined in your Purchase Order.

Inclusions

Technical Support covers all Telestream software originally delivered with your system and all options and updates that are added to the system by a qualified Technician after the Technical Support coverage is initiated.

Technical Support includes support for customizations developed by Professional Services unless otherwise negotiated in the associated business engagement.

For Vantage Enterprise Control or Vantage Master Control customers, Technical Support includes support for SDK integrations

Terms of Invoicing

Telestream shall issue a quote to each customer for Technical Support on an annual basis. Each quote will be for the following calendar year(s) and will be provided by your Account Manager.

Exclusions

Technical Support coverage does not grant entitlement to new products or product options that are developed and released by Telestream outside of the original purchase or business engagement. Any new or existing product or product option(s) that are added to your system must be purchased separately.

Technical Support does not cover the costs of any hardware upgrades irrespective of whether or not that hardware was purchased through Telestream.

Technical Support coverage does not include costs associated with updating customizations provided by Telestream Professional Services. If customizations are required to comply with new core capabilities, that work will be done for a fee and defined in a Statement of Work by Telestream Professional Services.

Technical Support coverage does not include the support of customizations developed by third-party business entities regardless of the inter-connectivity to Telestream products.

Installation of all software updates, upgrades and maintenance releases are the responsibility of the customer and are not included under Technical Support. If remote or on-site installation of software is required, this effort will be quoted at the then current published price.

Telestream Support does not include workflow design and implementation. Customers setting up new workflows or looking to migrate from one Telestream product to another should engage their account team to discuss training or professional services. Inquiries fielded by Telestream Support may be deferred to the professional services team.

Information Exchange with Technical Support

License

Depending on the product, licensing information will provide Technical Support staff with an understanding of how your system is intended to behave and more specifically how it has been optioned.

Error Description

Please provide as much information about the exhibited error as possible in your request for assistance.

Log Files

If a specific error message is delivered through the product user interface please indicate this error.

Log files enable concurrent review of the problem by the Technical Support team and Engineering as required. Technical Support technicians can assist you in identifying best practice for capturing and submitting log files to our teams.

Content

A sample clip (output) showing the error condition can also help the Technical Support staff identify root cause by comparing derived output to desired settings. In many cases, the original source file (input) will be needed as well.

Additionally, sometimes it is helpful to compare and contrast both good and bad content samples to identify differences between the two.

Configuration Specifics

Across the product line, this could take several forms, but typically this means, workflows, job profiles or XML files.

Depending on where the error condition is presented in the product, reviewing this data concurrent with the content mentioned above is particularly useful in determining the cause of an error.

Technical Support technicians can assist you in identifying best practice for capturing and submitting configuration settings to our team.

Contact Information

Please share with us all available means for reaching you so that we can communicate effectively.

System Access

Many support cases require that we have some type of remote ability to connect into your environment. In many cases remote access will expedite resolution of support cases. Please provide your preferred method for our technicians to access your system. If no preferred method is supplied Telestream provide a secure application.

Hardware Products

For our Pipeline capture system only, Telestream offers extended warranty options including direct replacement. Please contact sales@telestream.net for details.

Technical Support Definitions

Trouble Priorities

Priority 1 (Critical) – Trouble condition where a production-use Telestream system is completely out of service or is causing significant business impact to the customer and no immediate workaround is available.

Priority 2 (High) – Trouble condition where a feature of a production-use Telestream system is dysfunctional and causing business impact to the customer or a development-use Telestream system is completely out of service and no immediate workaround is available.

Priority 3 (Medium) – Trouble condition where a production-use or development-use Telestream system is impacted, but relief is provided through some other means – temporary fix or workaround.

Priority 4 (Low) – Any condition or request for assistance that is not business-impacting. This priority is typically used for information exchange and feature requests.

Acknowledgement

The time between trouble submission to Telestream and the return message/call from Technical Support acknowledging receipt.

Telestream will use commercially reasonable efforts to acknowledge all reported issues within 4 business hours.

Status Updates

For issues defined as Priority 1 or Priority 2, Support Technicians will negotiate status update times to communicate resolution details back to our customers. Our goal with this approach is to be flexible and drive internal behavior consistent with the needs of your business.

For Priority 3 and Priority 4 issues, updates will be provided as available.

Resolution

Initial Resolution – The time at which Telestream provides a temporary resolution or workaround for the problem.

Workaround – a method that uses alternative functionality to bypass a recognized problem. This is typically temporary and provided as an initial resolution.

Final Resolution – The time at which Telestream provides permanent trouble resolution through a code change, configuration change or software update.

Patch – Small piece of software provided outside of a normal release cycle specifically targeted at resolving a programming dysfunction.

Maintenance Release – Release of a product that does not add new features and is typically targeted at resolving architecture issues or programming dysfunctions.

Service Goals

It is our goal to provide you with Technical Support that meets the needs of your business. The table below is provided to share with you our internal goals so that you know what to expect from us.

Priority	Acknowledgement	Initial Update	Initial Resolution
P1 (Critical)	4 Hours	48 Hours	As negotiated with customer
P2 (High)	4 Hours	72 Hours	As negotiated with customer
P3 (Medium)	16 Hours	As negotiated with customer	By next maintenance release
P4 (Low)	24 Hours	As negotiated with customer	By next maintenance release

Escalation Procedure

In the event that Telestream is unable to provide a temporary or permanent resolution within the time-frames negotiated for Priority 1 and Priority 2 problems, Telestream personnel will provide continuous ongoing support until such time as the problem is resolved. The following management escalation is available to you to facilitate satisfactory service delivery.

Escalation Point #1 for US customers

Manager Customer Service US
Mike McCoy
mikem@telestream.net
+1 530 470 2015

Escalation Point #1 for EAME customers

Manager Customer Service Europe
Michael Wambach
michaelw@telestream.net
+49 228 280 9141

Escalation Point #2

Director Customer Service, WorldWide
Kim Outlaw
kimo@telestream.net
+1 703 964 8056

Escalation Point #3

VP Client Services
Anna Greco
annag@telestream.net
+1 530 470 1319

The information in the Telestream Technical Support Guide is accurate at the time of publication. The support policies and procedures published herein replace all previous support policies and procedures. Telestream, Inc. reserves the right to change the support policies and procedures at any time. All negotiated resolution times are approximate and not binding.

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