



## World-class Customer Support & Maintenance Services

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 and where you need it.

We're proud to offer you product updates along with a range of services from our world-class Enterprise Maintenance and Support team. These service solutions give you timely product updates and access to our highly-skilled technical team via email, telephone or on-site support. Our product experts will provide quick and comprehensive support to help you fully leverage the power of your Telestream products.

### Standard Enterprise Support

Standard Enterprise Support includes both technical support and free software maintenance updates. You can reach our customer support team by telephone, email or the web. All inquiries will be acknowledged, and a support technician will be assigned to your case within four (4) business hours. Telestream's enterprise support center is open Monday through Friday from 6am to 6pm U.S. Pacific time. Our European support center, for European customers only, is open Monday through Friday from 9am to 6pm Central European time.

Free software updates 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 features as soon as they become available.

Standard support is available for: Vantage, FlipFactory, Pipeline, Episode Engine, TrafficManager and AdManager for Cable.



*For our hardware products we offer the following additional replacement services:*

### Direct Permanent Replacement

If, after troubleshooting with one of our technicians, your Pipeline or Vantage hardware product needs to be replaced, we will ship a direct overnight exchange unit to you as a permanent replacement unit. This allows you to immediately resume operation without worrying about a second exchange when your original unit is repaired. Just ship the defective unit back to Telestream. If you are in North America, the EU, or EFTA, we will even pay the freight (EU & EFTA units must be sent to our European Customer Support Center).

#### Direct Permanent Replacement pricing is:

Pipeline: US \$1,500; Rest of world \$1,850

Vantage Transcode HE Server: US \$1,750; Rest of world \$1,900

Vantage LightSpeed Accelerator: US \$1,750; Rest of world \$1,900



Pipeline Dual HD



Vantage Transcode HE Server



Vantage LightSpeed Accelerator



### Remote Scheduled Services (\$425 per instance minimum)

Telestream also offers scheduled services for customers with current maintenance and support contracts. These services can be provided during and after normal business hours. 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.

### Key benefits

Telestream Support Services provide:

- Highly-trained support technicians
- Access to software releases and updates
- Hardware replacement programs to meet your needs
- European customer service center – conveniently located in the Central European time zone, our European support center is staffed with experienced support engineers who are trained to work with our European customer base. European support is open Monday through Friday from 9am to 6pm Central European time. Our European customer service center works exclusively with customers based in Europe, Africa & the Middle East.



# CONTACT US

## For more information

### North America Support Services

Call: 1-877-681-2088 (US toll-free), or +1 530-470-2036 (outside the US)

Email: [support@telestream.net](mailto:support@telestream.net)

### European Support Services

Call: +49 228 280 9141

Email: [europesupport@telestream.net](mailto:europesupport@telestream.net)

### Web

[www.telestream.net/support](http://www.telestream.net/support)

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