



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 are 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.

Silver Enterprise Support

Silver 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.

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

Gold Enterprise Support

Gold Support is for customers requiring emergency assistance outside of Telestream Support's normal business hours. Emergency calls are routed to an answering service ready to take your call and contact the Telestream on-call technician. Currently, this service level is available in North America only. If you are outside of North America and have an interest in this offering, please contact your regional sales manager.

For Agility, Vantage, Vantage Lightspeed, Vantage Multiscreen, and Pipeline**, the Gold Support offering provides technical support 24 hours a day, 7 days a week, including holidays.*

Support will make reasonable commercial efforts to respond within 2 hours for emergency priority one (P1) and priority two (P2) issues. Phone contact should be made for all P1 and P2 troubles. Web contact for a P1 or P2 case may result in a longer response time. Please see the Telestream Enterprise Support Guide for details on priority.

Gold Enterprise Support includes both technical support and free software maintenance updates. 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.

Gold support is available for: Vantage, Pipeline, and Agility in North America.



*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 Day.

**Hot spare required for Pipeline Gold support. FlipFactory is currently not available for this program.



For our hardware products, Pipeline, Vantage Lightspeed and Vantage Multiscreen, we offer additional support services:

Additional Hardware Services

Your one year Maintenance and Support agreement covers a standard return and repair service. Standard return and repair follows the following process:

- We troubleshoot 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 quickly replace a defective unit. If our support consultant discovers an issue with your unit, you will immediately 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).

Express Permanent Replacement pricing is:

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

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



Pipeline Dual HD



Lightspeed Server



Remote Scheduled Services (\$695 – work not to exceed four hours)

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. Telestream will provide a quote for systems requiring more than four hours of services.

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 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.



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

European Support Services

Call: +49 228 280 9141

Email: europesupport@telestream.net

Web

www.telestream.net/support

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