



Telestream Maintenance and Support Guide

for Telestream Cloud

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Welcome to Telestream Cloud Support!

Dear Customer,
This guide is meant to assist you in understanding the technical support that Telestream has to offer for our Telestream Cloud products. Those products include Flip, Timed Text Speech, Quality Control, Transform and Live ABR Monitor. If you know of anyone that would benefit from this guide and or need support, feel free to pass on the information provided.

Your guide will outline the following:

- Telestream's support offerings
- How to contact Telestream Cloud Support Services
- Expected response times for your inquiries
- How your case will flow through technical support

Interested in our professional service offering? More information can be found in our Professional Services guide located on our website at <http://www.telestream.net>.

Please share this document with individuals or departments that may open support cases for our Cloud products.

Thank you,
Telestream Cloud Support Services

Technical Support Contact Methods

For Telestream Cloud Services

Region	Phone	Web	Widget
For Customers with Standard Support	Americas: +1.530.470.2036 EMEA/APAC: +1.866.233.3187	cloudsupport@telestream.net	N/A
For Customers with Platinum Support	Americas: +1.530.470.2036 EMEA/APAC: +1.866.233.3187	cloudsupport@telestream.net	P0 and P1 Tickets only <i>Customers should submit cases using the support widget within Telestream Cloud UI for fastest response time</i>

Technical Support Offerings

Telestream Maintenance and Support, which is included with your product subscription, includes both technical web/phone support from highly trained support consultants, and continual updates of Telestream's Cloud platform.

Standard Support

Standard Support is for customers requiring standard coverage. Standard Support provides technical support via phone and email Monday – Friday between 9:00 AM -600 PM CET for our EMEA/APAC customers and 6am – 6pm PT for customers in the Americas excluding holidays*.

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

**Telestream, LLC. 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 Eve, Christmas Day, and Boxing Day. Limited support on Carnival Monday.

**Telestream, LLC observes the following UK holidays: New Year's Day, Good Friday, Easter Monday, Early May bank holiday, Spring bank holiday, Summer bank holiday, Christmas Day, Boxing Day.

Platinum Support

Platinum Support is for customers requiring faster response times and additional personalized services. Platinum Support includes:

- 1-hour response time for P0 and P1 level cases
- Special web widget used to submit P0 and P1 support tickets

P0 – Critical: platform is down or seriously impacted, API is not accessible

P1 – Major: platform is partially or moderately impacted, API access and performance is limited

Contacting Telestream Cloud Support Services

1. Phone

If you call for support during regular Business Hours a Customer Care Specialist will answer the phone. This initial conversation will help us understand the type of problem you are experiencing, and ultimately route your case to the appropriate support consultant.

Please assist the Customer Care Specialist in understanding the priority of your case. The Support Specialist will also verify your email and phone number on record. To ensure the best in support, please provide us with any changes to your email, phone, or contact information.

2. Email

Sending an email to cloudsupport@telestream.net will create a case for you. If you decide to use this method, please include as much information about the problem as possible. Please include the service you are using, your company's name, and the email address for the person or group in your company who created the Telestream Cloud account.

3. Widget (for Customers with Platinum Support)

If you submit your case through the Telestream widget, please follow the instructions in the widget.

Information Exchange with Technical Support

The following information may be necessary for proper troubleshooting by the TSC:

- JobID/Factory ID
- Telestream product identifier (registration, license key, serial number)
- 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 TSC. The TSC can assist you in identifying best practice for capturing and submitting log files to our team.
- Content – A sample clip (output) showing the error condition can also help the TSC identify root causes by comparing derived output to desired settings. In many cases, the original source file (input) will be needed as well.
- Configuration Specifics – This could take several forms, but typically, this means workflows 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 the error. The TSC can assist you in identifying best practice for capturing and submitting configuration settings to our team.
- 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.

File Transfer Protocol

Telestream currently uses Aspera Faspex™ for file transfers. If large uploads are required, your TSC will provide instructions and an Aspera link.

What to expect when working with a Telestream Support Consultant

After conferring with you via phone or e-mail, the TSC will work on the following:

- Provide documentation or reference to release notes, app notes, or other user documentation, if applicable to the reported issue.
- Determine if the reported issue is fixed in an existing patch or product update.
- Working with your files, the TSC will try to recreate the problem in a Telestream test environment.
- Request remote access into your Telestream system if necessary.
- If the TSC cannot resolve the problem, the issue will be escalated to the Engineering Liaison for engineering review.

Priority Levels

Please assist the Support Specialist or TSC in understanding the priority of your case or indicate relevant details in your web/e-mail submission.

Priority 0	
Blocker	Cloud Services Platform is down or seriously impacted, API is not accessible
Priority 1	
Critical	Cloud Services Platform is partially or moderately impacted, API access and performance is limited
Priority 2	
High	Trouble condition where a feature of a production-use Telestream system is not out of service; but is causing business impact to the customer.
Priority 3	
Medium	Trouble condition where a production-use or development-use (with a valid support contract) 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 also used for information exchange and feature requests.

Technical Support Goals

Our goal is 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. Telestream will use commercially reasonable efforts to meet these goals. Initial response times vary depending on the chosen support contract.

Our support desk is here to help through various technical problems, and to work with you to either confirm or identify potential issues in the product that require further attention. In some cases, it is necessary to escalate a problem to a department outside of Telestream Cloud Support Services. Escalated cases are reviewed on a weekly basis by the escalation team. Cases requiring an application program change will require varying amounts of time to complete and could fall outside the service level parameters.

If possible, some cases may initially be addressed via a workaround rather than a program change. If no workaround is available, projected completion timeframes will be developed and communicated to you on a case-by-case basis.

If Telestream determines that the problem is related to other than the Covered Products, Telestream is not responsible for resolving the issue.

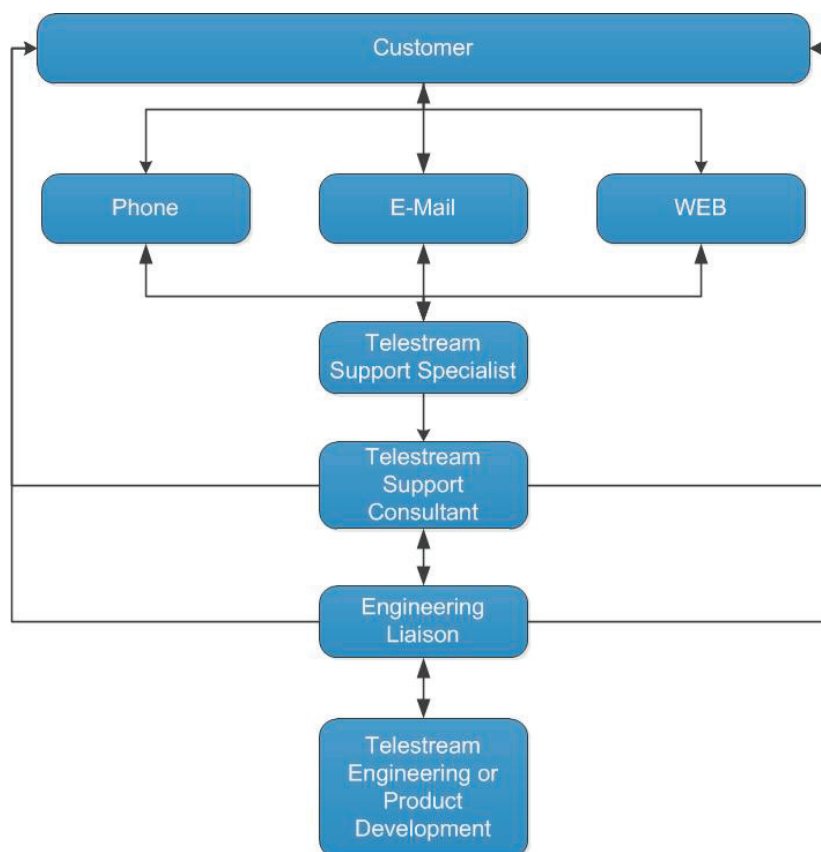
Telestream Cloud Support Services will continue to act as the contact point for cases filed through our Support Desk. You can call the Support Desk and we will obtain an update on the case from the department or group working on the problem.

Feature requests will be sent to our product development team for consideration.

Priority	Description	Service Level Targets	Standard Support	Platinum Support
P0 (Blocker)	Cloud Services Platform is down or seriously impacted, API is not accessible	Response Time	Within 6 Business Hours	Within 1 Hour
		Initial Status Update	Within 8 Business Hours	Within 2 Hours
		Target Workaround	Within 1 Business Day	Within 4 Hours
		Target Resolution	Within 5 Business Days	Within 3 Days
P1 (Critical)	Cloud Services Platform is partially or moderately impacted, API access and performance is limited	Response Time	Within 6 Business Hours	Within 1 Hour.
		Initial Status Update	Within 8 Business Hours	Within 2 Hours
		Target Workaround	Within 1 Business Day	Within 8 Hours
		Target Resolution	Within 5 Business Days	Within 4 Days
P2 (High)	Trouble condition where a feature of a production-use Telestream system is not out of service; but is causing business impact to the customer	Response Time	Within 6 Business Hours	Within 2 Business Hours
		Initial Status Update	Within 10 Business Hours	Within 10 Business Days
		Target Workaround	Within 3 Business Day	Within 2 Business Days
		Target Resolution	Within 10 Business Days	Within 10 Business Days
P3 (Medium)	Trouble condition where a production-use or development-use (with a valid support contract) Telestream system is impacted, but relief is provided through some other means – temporary fix or workaround.	Response Time	Within 8 Business Hours	Within 4 Business Hours
		Initial Status Update	Within 16 Business Hours	Within 16 Business Hours
		Target Workaround	Within 5 Business Days	Within 5 Business Days
		Target Resolution	Within 15 Business Days	Within 15 Business Days
P4 (Low)	Any condition or request for assistance that is not business-impacting. This priority is also used for information exchange and feature requests.	Response Time	Within 8 Business Hours	Within 6 Business Hours
		Initial Status Update	Within 24 Business Hours	Within 24 Business Hours
		Target Workaround	As negotiated with the customer	As negotiated with the customer
		Target Resolution	As Negotiated with the customer	As Negotiated with the customer

Flow Diagram for support cases

This diagram shows how your case flows through our support and escalation teams when necessary. Your case may be worked on by a senior level TSC as well. You can expect contact from us at many levels, and at times, from our engineering or product development teams. These communications will be managed through the TSC assigned to your case.



Management Escalation Procedure

If you feel that your case requires additional attention, the following management escalation is available to you to facilitate satisfactory service delivery.

Escalation Point #1 for US customers	Technical Manager Customer Support US Charles Wood charlesw@telestream.net +1 703-964-8079
Escalation Point #2 for US customers	Technical Manager Customer Support US Bill Fosbener billf@telestream.net +1 530-264-7823
Escalation Point #1 for EMEA and APAC customers	Technical Manager Customer Support Europe Michael Wambach michaelw@telestream.net +49 228 280 9141
Escalation Point #3	VP Client Services Kim Outlaw kimo@telestream.net +1 703 964 8056

Remote Scheduled Services

Telestream currently uses Aspera Faspex™ for file transfers. If large uploads are required, your TSC will provide instructions and an Aspera link.

(\$875* – 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**:

- Personalized workflow consultation and/or training

*Pricing listed above is subject to change.

**These services may require internet connection

Technical Support Exclusions

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

Type Exclusions Description

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 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. (This applies to on-premise systems)

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

Technical Notes

Backups

Customer is responsible to back-up their database of on-premise systems to an external location. Telestream will not be liable for any loss of data during these procedures.

System Access

Support cases may require access to your Telestream system to troubleshoot the reported issue. The easiest option is for the Telestream system to have outside access to the Internet to allow connection for a remote troubleshooting tool. If the Telestream system is on a closed network, a jump server with Internet access can be an alternative. If there is no access at all, troubleshooting the reported issue may become very difficult, and the time to resolve can increase. On-site troubleshooting can be requested for a fee. Please contact your sales representative for more details.

Remote Access Tools

Telestream uses industry standard remote access tools such as TeamViewer and GoToAssist. Both tools require internet access.

For details on TCP ports, please review the following guides from these vendors:

<https://www.teamviewer.com/en/help/334-which-ports-are-used-by-teamviewer.aspx>

<https://support.logmeininc.com/gotoassist-corporate/help/whitelisting-and-firewall-configuration>

File Transfers

Telestream Support uses Aspera Faspex™ for transfer of media files and other supplemental files required for troubleshooting. For details on Aspera, please review the following articles:

[Aspera Faspex Security Model](#)

[Aspera Faspex Firewall Considerations](#)

Language

English is required for all communications with Telestream Support.

Further Exclusions

- Transportation of Covered Products by Customer
- Repairs, changes, modifications, maintenance, relocation or reinstallation by personnel not authorized by Telestream
- Improper ESD ("Electro-Static Discharge") precautions when handling Covered Products
- Improper electrical grounding
- Improper utility service
- Use of non-Telestream supplied equipment or parts
- Misuse, abuse, neglect
- External electrical fault or any unusual shock
- Accident, fire or water exposure
- Natural disasters such as flood, fire, lightning, earthquake or tornado
- Failure to maintain the proper operating or storage environment for the Covered Products (including but not limited to air conditioning, humidity control, corrosive atmosphere)
- Sabotage, or acts of war
- Theft
- Routine cleaning, or normal cosmetic wear
- Third party applications or custom software not defined under Covered Products
- Programming of Application Program Interfaces (API) of Covered Products except for support on the capabilities of the programming interface

Terms of Service

These Support Services are subject to the Telestream Terms of Service located at: <https://www.telestream.net/company/terms-of-service.htm> and at <https://www.telestream.net/telestream-cloud/terms.htm> which may be updated from time to time. Telestream reserves the right to refuse Support Services to anyone who violates these Terms of Service, up to and including termination with no refund to the customer for any remaining time left in the support contract.

Customer Responsibilities

Customer is responsible to safeguard all programs, data and removable storage media at all times (including before and after Telestream performance of any services). Customer is responsible for running frequent database backups to minimize the risk of data loss in the event of a database failure. Telestream does not warrant or guarantee that customer data, settings or configurations will be preserved through the repair process.

Customer acknowledges and agrees that for hardware returned to Telestream, it is Customer's obligation and responsibility to ensure that any confidential, proprietary or otherwise sensitive information, including, without limitation, individually identifiable consumer information about Customer's customers, stored on any hardware returned to Telestream, is completely wiped and purged by Customer prior to delivery to Telestream. Telestream shall not be liable for any information remaining on hardware returned by Customer.

Furthermore, Customer shall indemnify, defend and hold harmless Telestream and its officers, directors, shareholders, employees and agents, and its respective successors and assigns, against any cause of action, loss, liability, damage, cost or expense of any kind, including without limitation, attorney's fees and costs, including allocated costs of in-house counsel (whether or not suit is brought), arising out of or relating to Customer's failure to completely purge all such confidential, proprietary or sensitive information from the hardware.



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