



VISLINK

At the heart of the action.

Service & Support Plans Datasheet

Service & Support Plans

Support from the experts

Downtime and inefficiency equal lost productivity. Vislink's Technical Support Program offers you direct access to our team of experts. They will help your engineers and stakeholders get the absolute most from your investment with us. Whether you are troubleshooting, preparing for the big live event or looking to upgrade your fleet of equipment with the latest advances in technology, we are here to help.

Extended Warranty Options

Vislink offers extended warranties for all Vislink manufactured products. When purchased at time of sale we can cover 1-year to 5-year plans as standard. If warranty is purchased post the expiry of the standard warranty, units will be subject to valuation fees.

Support and Service Options

To deliver an exceptional user experience for our customers and ensure their maximum return on investment, below outlines the services we offer under a Support Plan or Service Level Agreement.

Geographical Support

Vislink is a Global Brand and has offices and expertise in Asia Pacific, Middle East, Europe and North and South America. The levels of the Support Plan or Service Level Agreement (SLA) provide a tiered offering of geographical support, from 'in region' 12 by 7 (12 hours per day by 7 working days per week) through to global 24/7 phone support (24 hours per day, 7 days per week) to our support team and engineers.

LinkMatrix Management and Monitoring Portal

LinkMatrix is the free to use Vislink All-IP management platform that operates from a browser on any device for managing Vislink IP products remotely. Key features: Manage, configure, operate, monitor and trouble shoot. Intuitive and easy to use GUI, Operate live stream from anywhere in the world.

Service Portal

We provide a 24/7 customer service support portal for all clients for case management resolution. Issues will be reported, tracked, and answered using this portal. All registered web portal customers can search our extensive knowledge database of recorded case resolution articles.



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E: sales@vislink.com

T: +1 908 852 3700 / + 44 1442 431300

Learn more at www.vislink.com

E-Mail Support

As well as access to our Service Portal, we will continue to support customers through direct mail. This will be offered as 'Best Efforts' for our standard offering, through to a 4-hour response for our Gold Support Plan or SLA's.

Troubleshooting Videos & Crib Sheets

Vislink has a host of useful information for our external stakeholders. This will include trouble- shooting documents and crib sheets, allowing best use of your valuable time on site.

Response Charter

Through E-Mail or Phone calls, Vislink will endeavor to provide a response to you (regardless of severity) within 2-business days through our standard offering. This can be expedited through your Support Plan or SLA contract.

Support Plans

Support Operations	Bronze Support Plan All customers orders	Silver Support Plan	Gold Support Plan
Customer Support service hours via web portal	Available Monday - Friday business hours. First contact max. 24 business hours	Available Monday - Friday business hours. First contact max. 12 business hours	Available 24/7. First contact max. 4 business hours
Customer Support service hours via phone & e-mail	Available Monday - Friday business hours. First contact max. 24 business hours	Available Monday - Friday business hours. First contact max. 12 business hours	Available 24/7. First contact max. 4 business hours
Out of Hours phone support	✗	✗	✓
Out of Hours support	Service support and out of hours support @ £295/\$400 (charge per call/Teamview session)	Service support and out of hours support @ £295/\$400 (charge per call/Teamview session)	✓
Training	Documents	Documents	2 Remote 1/2 day training sessions
Advanced Replacements	✗	✓ if available*	✓ Prioritised
Software updates (patches & bug fixes)	✓	✓	✓
Pro-active audit & health check	✗	✗	✓
Live Events/ On site visits	Costed by request - if available	Costed by request - if available	Costed by request - Prioritised

Terms:

- Minimum order price required: plan is costed at a % of the order value
- Existing equipment product can be considered for inclusion into a Support Plan, we must know ahead of time the equipment requiring to cover and the relevant serial number, we will evaluate and provide a cost. We would review costs on an annual basis and where necessary adjust plans annually
- EOL & EOSL products may be subject to best case support.

