



VITEC's Maintenance & Support Programs



VITEC's wide range of professional video solutions is designed to meet the highest standards of reliability and quality. In addition to standard support and warranty services, VITEC offers several extended support programs. These comprehensive programs provide extended software and hardware coverage, superior access to our technical support engineers, rapid turn-around of replacement parts as well as valuable online resources to help you maintain your video services and ensure critical equipment is always fully operational.

By subscribing to one of VITEC's support programs, you significantly improve your ability to respond proactively and quickly to technical issues. As a subscribed customer, you are updated with the latest software modules as soon as they are released, get replacement hardware delivered to your facility as soon as an error occurs and benefit from preferential pricing on software upgrades and when scheduling on-site visits at your facility.

VITEC's support programs also include access to our annual advanced technical training schools, allowing you to get the maximum out of your video platforms and offer the best level of service.

| Product / Service | Standard Warranty | Silver Program | Gold Program | Platinum Program |
|--------------------------------------|--------------------------|--------------------------|--------------------------------|--------------------------------|
| Hardware Repair | 12 months | ✓ | ✓ | ✓ |
| Advanced Replacement | — | — | 48 hours | 24 hours |
| Critical Security Updates | 90 days | ✓ | ✓ | ✓ |
| Minor Software / Firmware Upgrades | 30% discount | 45% discount | ✓ | ✓ |
| Major Software / Firmware Upgrades | 30% discount | 45% discount | 65% discount | ✓ |
| Annual Advanced IPTV Training Passes | — | Discounted rates | Discounted rates | No charge |
| Phone Support | Response within 48 Hours | Response within 24 Hours | 24x7 hotline, 4 hours response | 24x7 hotline, 2 hours response |

For more details regarding our support programs please contact your VITEC sales representative.

USA, East Coast
 2200 Century Parkway NE
 Suite 900
 ATLANTA, GA 30345
 USA
 T: +1-(404)-320-0110
 E: atlanta@vitec.com

USA, West Coast
 931 Benecia Avenue
 SUNNYVALE, CA 94085
 USA
 T: +1-(800)-451-5101
 E: sunnyvale@vitec.com

FRANCE
 99 rue Pierre Sépard
 92320 CHATILLON
 France
 T: +33-(0)1-46-73-06-06
 E: france@vitec.com

GERMANY
 Lise-Meitner-Str.15
 24223 SCHWENTINENTAL
 Germany
 T: +49-(0)4307-8358-0
 E: germany@vitec.com

UNITED KINGDOM
 LONDON, UK
 T: +44-79-71-54-25-21
 E: uk@vitec.com

ISRAEL
 11 Galgalei Haplada St.
 HERZLIYA 4672211
 ISRAEL
 T: +972-(0)9-9709-200
 E: israel@vitec.com

CHINA
 BEIJING, P.R. China
 T: +86-(0)10-5172-7086
 E: china@vitec.com