



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.

Service / Program	Standard Warranty	Bronze Program*	Silver Program	Gold Program	Platinum Program
Hardware Repair	First year only	✓	✓	✓	✓
Advanced Replacements	—	—	—	Ships within 48 hours	Ships within 24 hours
Critical Security Updates	90 days	✓	✓	✓	✓
Minor Software / Firmware Upgrades	—	25% discount	45% discount	✓	✓
Major Software / Firmware Upgrades	—	—	45% discount	65% discount	✓
Tickets for VITEC's Advanced IPTV Training Events	—	Full Price	Seats at 30% discount	1 seat per event Complementary. Additional seats at 50% discount	3 seats per event Complementary. Additional seats at 70% discount
Support Inquiries Via Phone	—	9AM-5PM Mon-Fri	9AM-5PM Mon-Fri	365x24x7 hotline 4-hour response	365x24x7 hotline 2-hour response
Support Inquiries Via Helpdesk	Response within 4 business days	Response within 2 business days	Response within 1 business day	Response within 24 hours	Response within 24 hours
Online Remote Diagnostics and Engineering Support	—	✓	✓	✓	✓
On-site Engineering Support Fees (per day)	—	Full Price + T&E	30% discount + T&E	50% discount + T&E	70% discount + T&E

**Bronze Program applicable to MGW portable encoders and decoders only. A minimum 3-year period is required.*

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