

## VBrick Technical Support Services

VBrick delivers the industry's most comprehensive Technical Support Services. VBrick's offerings are tailored to provide **total product support**, including Hardware Warranty, Software Upgrades, and Product Support. Delivered in conjunction with our partners, and coupled with VBrick's world renowned product reliability, VBrick's Technical Support Services ensure your video infrastructure is always up and running – increasing your ROI.



**Capabilities** VBrick's Gold, Gold Plus, and Platinum support offerings provide choices regarding the level of support that is appropriate to achieve your objectives. All VBrick products come with the first year of Gold support included, ensuring successful implementations and ongoing peace of mind. For those customers requiring advanced levels of support, our Platinum services offer increased response times to support your mission-critical applications.

**Hardware Warranty** – VBrick products are covered in the rare case of hardware failure. Standard RMA policies get you back up in running in a matter of days for Gold and Gold Plus. VBrick's Platinum support offers next day RMA service.

**Software Upgrades** – Customers are entitled to free software upgrades for minor feature releases and patches with the Gold offering. Gold Plus and Platinum customers are also entitled to free upgrades to major releases, ensuring the latest and greatest product functionality, while providing significant cost savings when compared to purchasing software upgrades.

**Product Support** – VBrick provides multiple tiers of product support to our customers, allowing you to utilize the quickest method that resolves your issue. These include:

- E-mail Support (in conjunction with our Channel Partners)
- Web-based Knowledgebase
- Product Documentation
- Online Video Training
- Remote Equipment Access (with customer permission)
- Telephone Support (in conjunction with our Channel Partners)
- After Hours Priority Telephone Response (Platinum only)
- Onsite Support Escalation (Reduced price - Platinum only)

- Benefits**
- **Customer Satisfaction** – Ensuring reliable delivery of high quality video and a satisfying experience to all users on your network
  - **Investment Protection** – Ensuring successful installation of your video solution and guaranteeing that the introduction of video will not impact other mission-critical applications running over your network
  - **Cost Savings** – Rapid deployment allows the economic benefits of your video solution to be realized earlier for a faster return on your investment
  - **Peace of Mind** – Knowing that you are backed by a world-class support organization that is dedicated to rapid issue resolution

### VBrick Technical Support Services Offerings

VBrick’s Gold, Gold Plus, and Platinum support offerings provide choices regarding the level of support that is appropriate to achieve your objectives. All VBrick products come with the first year of Gold support included, ensuring successful implementations and ongoing peace of mind. For those customers requiring advanced levels of support, our Platinum services offer increased response times to support your mission-critical applications. Extended service offerings are available on a per-year basis, or multi-year packages can be purchased at a significant discount.

VBrick has structured our support offerings to provide you with the skills and expertise you need to assure the investment you make today will meet your immediate needs and evolve as your video communication needs grow.

Services Offerings	Gold	Gold Plus	Platinum
<b>Hardware Warranty</b>			
- Standard RMA (guaranteed five-day turnaround after receipt)	Yes	Yes	
- Next day RMA <sup>1</sup>			Yes
<b>Software Upgrades</b>			
- Minor releases and patches	Yes		
- Minor releases, patches, and major releases <sup>2</sup>		Yes	Yes
<b>Product Support<sup>3</sup></b>			
- Level 2/3 E-mail support	24 business hour response	24 business hour response	4 business hour response
- Level 2/3 Telephone Support <sup>4</sup>	24 business hour response	24 business hour response	4 business hour response
- After hours priority number (Level 3 only. 4 hour response time)			Yes
- Web-based knowledgebase	Yes	Yes	Yes
- Onsite support - reduced price (Level 3 only) <sup>5</sup>			Yes

<sup>1</sup> Next day RMA available to all US locations. International RMAs will be shipped the fastest method possible. VBrick is not responsible for delays due to Customs.

<sup>2</sup> A major release is defined as an upgrade that changes the number to the left of the first decimal point. For example, a 4.x to a 5.x. A minor release is defined as an upgrade that changes the number to the right of the first decimal point. For example, an upgrade for 4.2 to 4.4.

<sup>3</sup> Customers who purchase through a certified VBrick Channel Partner - either a VBrick Network Certified Partner (VNCP) or a VBrick Solution Partner (VSP) - should first contact their Channel Partner for Level 1 support (in the case of VSPs) or Level 1 and 2 support (in the case of VNCPs). VBrick will support the customer in conjunction with the Partner.

<sup>4</sup> Telephone support hours are 8:30 am - 7 pm US Eastern (Monday to Thursday) and 8:30 am to 5:30 pm US Eastern (Friday).

<sup>5</sup> Customer is responsible for a modest per-day charge as well as travel and expenses. Please consult your VBrick sales team for pricing details.

