

VITEC Maintenance & Support Plans

VITEC's wide range of professional video solutions is designed to meet the highest standards of reliability and quality. By subscribing to one of VITEC's support plans, you significantly improve your ability to respond proactively and quickly to technical issues.

In addition to standard support and warranty services, VITEC offers several extended support plans. These comprehensive plans provide extended software and hardware coverage, with the ability to learn about and access the various updates as soon as they are released, direct access to our technical support engineers, rapid turn-around of replacement hardware, as well as valuable online resources to help you maintain your video services and ensure critical equipment is always fully operational.

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

Service / Program	Silver Plan	Gold Plan	Platinum Plan
Hardware repair	✓	✓	✓
Advanced hardware replacement*	–	Ships next business day	Ships next business day
Critical security updates	✓	✓	✓
Minor software/firmware upgrades	45% discount	✓	✓
Major software/firmware upgrades	45% discount	65% discount	✓
Tickets for VITEC's Training Course and Advanced IPTV Training events	Seats at 30% discount	1 complimentary seat per event. Additional seats at 50% discount	3 complimentary seats per event. Additional seats at 70% discount
Standard support inquiries via phone**	9AM-5PM Business days	9AM-5PM Business days	9AM-5PM Business days
Standard support inquiries via helpdesk	Response within 1 business day	Response within 24 hours	Response within 24 hours
Remote support for troubleshooting and issue resolution	✓	✓	✓
On-site support for troubleshooting and issue resolution (per day)	30% discount + T&E	50% discount + T&E	70% discount + T&E

* Shipment of advanced replacement parts above SLA commitment is subject to availability of off-business-hours special/express freight service and to freight providers' pickup schedules to the VITEC office in your region.

** Business Days: please refer to the Support Plan Welcome Letter for details of your local VITEC Support office.