

# VITEC's 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 offer the best level of service.

Service / Program	Standard Warranty	Silver Program	Gold Program	Platinum Program
Hardware repair	24 months	✓	✓	✓
Advanced replacements	–	–	Ships within 48 hours	Ships within 24 hours
Critical security updates	90 days	✓	✓	✓
Minor software/firmware upgrades	–	45% discount	✓	✓
Major software /firmware upgrades	–	45% discount	65% discount	✓
Tickets for VITEC's advanced IPTV training events	–	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 enquiries via Phone	–	9AM-5PM Mon-Fri	365x24x7 hotline 4-hour response	365x24x7 hotline 2-hour response
Support enquiries via Helpdesk	Response within 4 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)	–	30% discount + T&E	50% discount + T&E	70% discount + T&E