Service and Support Plans

Safeguard Your Vislink Investment with
Unmatched Uptime and Ultimate Protection

Services	Bronze	Silver	Gold
Basic LinkMatrix access account	X	X	X
30 days installation phone support	X	X	X
Vislink Global Tech Support Portal	X	X	X
Vislink Global Tech Support Center		X	X
Phone Support		8×5 TZ	24×7
Remote Investigation		X	X
Offline Investigation (for applicable devices)		X	X
Onsite Support assistance	P	P-discount	P-discount
Software Updates	B	X	X
New Software Releases		X	X
Advanced Hardware Replacement		X	F^{30}/X^3
SLA level 1		X	
SLA level 2			X
Customer onboarding process			X
Training program		P	X
Yearly Review			X
Packages			
Extended HW Warranty		Optional	Optional
Debonding			
-Connection Fallback		Optional	X
-Cloud Debonding		Optional	Optional
Streaming to Social	Optional	Optional	Optional
iPhone Streamur App / IFB App	Optional	Optional	Optional
Developer Support			Optional
On-Premise Linkmatrix / Debonding		Optional	Optional

- X = Available
- P = Paid option
- B = Bug fixes
- TZ = Time zone of origin customer specific
- Optional = Possible to add to Support Contract
- F^{30} = Advanced Replacement at 30% of the list price
- X^3 = only for 3-year subscription of Gold

Service and Support Plans

Vislink Global Tech Support Portal

This portal enables the customer to have access to the following:

- Creating and follow-up on Service Requests (SR's)
- Follow the RMA
- Access to Vislink Knowledge Base Articles, controlled by Support contract level
- Access to Software Release information
- Access to Software Downloads (Silver and Gold only)

Vislink Global Tech Support Center

The Tech Support Center is staffed by a team of very talented engineers. With their expertise and experience, they can assist customers with hardware and software problems, network connectivity issues, and any other technical problems they may encounter.

Bronze

Basic instep program

- Basic LinkMatrix access account
- 30 days installation phone support
- Vislink Global Tech Support Portal, best effort
- On-site Support assistance (Paid Option)

Silver

Service requests can be made issued via email or via our Vislink Global Tech Support Portal.

- Email and portal access
- 8×5 Phone Support based upon Time zone
- Remote investigation
- On-site Support assistance (Paid Option – discount)
- Priority RMA's service

Gold

Service requests can be made via phone, email or via our Vislink Global Tech Support Portal.

- Email and portal access
- 24×7 Phone Support Remote investigation
- On-site Support assistance (Paid Option – discount)
- Priority RMA's service
- Customer on-boarding process

Remote Investigation

Remote Investigation empowers Vislink Tech Support to perform troubleshooting directly within the customer's device(s). This requires a network connection to the affected device. Remote investigation will reduce the time to resolve the issue.

Offline Investigation

Recent Vislink devices do have the capability of collecting the status of the device and downloading this from the device. This provides the customer with the option to share this information with Vislink Tech Support, in a se-cure and encrypted way.

Onsite Support Assistance

Paid option for Gold and Silver. Performing troubleshoot-ing issues at customer site. Pricing is available upon request.

Software Updates

- Bug fixes
- Minor feature updates

New Software Releases

- New functionality
- New HW Support
- Major feature updates might be controlled by new licenses.
- This might be limited to the hardware version and compatibility

Service and Support Plans

VISLINK

Hardware Maintenance

There are 2 programs for customers to protect their investment in hardware

1. Repair Service
2. Advanced Replacement

Repair Service

In Warranty

Basic instep program

- If device under **Gold 3 Year** subscription, advanced replacement without additional fee.

Out-of-Warranty
Without Contract

- No remote diagnoses, straight RMA process
- 30 days turn-around, after receiving the defective device
- The customer is responsible for shipping to our organization and must cover the costs, while we will cover the return shipping charges.

Silver Contract

- Repair on best effort
- Remote diagnosis (if possible), which shortens time fix the defective, quick quote
- The customer is responsible for shipping to our organization and must cover the costs, while we will cover the return shipping charges.

Gold Contract

- Discount break-fix
- Temporary replacement
- The customer is responsible for shipping to our organization and must cover the costs, while we will cover the return shipping charges.

Advanced Replacement

Please note that there is a maximum number of two replacements for a device and its replacements.

This option is only available for the **Gold 3 Year Subscription** during the warranty period.

- Within two business days shipment, that means even before we receive the defective device!
- Return of defective device within 30 days, otherwise will be charged
- We outbound, customers inbound
- Provide list with devices which are eligible for Advanced Replacement

This option is only available for **Gold Subscription** with additional fee (F^{30}).

- After receiving the defective device, within two business days **shipment** of the replacement
- We outbound, customers inbound
- Provide list with devices which are eligible for Advanced Replacement

Repair Warranty

- Bronze 30 days
- Silver 3 months
- Gold 6 months

SLA Offerings

SLA Level 1 Silver

Customer phone support: 8×5 (time zone customer)
Response web portal: 1.5 hour
Phone support: 1 hour

SLA Level 2 Gold

Customer phone support: 24/7
Response web portal: 1 hour
Phone support: 15 minutes

Customer Onboarding Process

The purpose of the process is to know the customer better. Make sure the customer is prepared and comfortable using our equipment.

Collect all relevant information from customer, like:

- Contact details
- Roles of the technical people
- Escalation paths with the organization
- Approval roles
- Guidelines how to contact Vislink Tech Support
- Preparing customer installation