

Media **POINTE**[®]

PREMIER SUPPORT SERVICES

The MediaPOINTE Service Plan provides you with a high level of support from your MediaPOINTE solution decision through deployment of your products and beyond. Our philosophy of providing the utmost in customer care underscores our commitment to consistently meet your needs. We strive to make your experience rewarding, and provide reliable service and training. It's about making MediaPOINTE work for you.

The MediaPOINTE Premier Service Plan provides you with essential service elements throughout a product's lifetime to support and extend the operation of your equipment. MediaPOINTE's Premier Service demonstrates MediaPOINTE's commitment to quality, simplicity, value and most importantly-you.

key benefits

- **Advanced Overnight Hardware Replacement**
- **Technical Support - available 24-7**
- **Free Software Updates**
- **13 month Warranty for first year**

TECHNICAL SUPPORT

Hours: M-F 7:30-5:30 PST

p: (805) 214-7911 INT'L

p: (866) 580-9236 TOLL FREE

e: support@mediapointe.com



premier services overview

Advanced Overnight Hardware Replacement

In the unlikely event that your equipment experiences a failure, replacement parts are shipped priority to you, in most cases arriving the next business day. The replacement hardware costs are covered by the support agreement, so you will not be billed for failures caused by the equipment.

24x7 Support Availability

MediaPOINTE provides telephone support 24 hours per day, 7 days per week. We strive to provide support that is timely and professional. Our technicians are manufacturer-certified on the equipment, as well as trained to support IP and ISDN network, troubleshooting skills and customer service.

Software Updates for Technology Investment Protection

For products covered by a Support Contract, new software releases are FREE! E-mail notifications are sent when new software updates become available. All future and past software releases are available as an integrated part of the service agreement. Products are supported with software up to six years after product "end of life" and software upgrades are released approximately twice a year.

Video Test Systems

If you are planning to make a video call or make a test recording, you can utilize our test center 24 hours per day, 7 days per week. During normal business hours our technicians can also launch test calls to you. We recommend placing test calls 24 hours prior to events or high priority calls, when we are available to help you check video and audio call quality.

Network Assistance

Because networks are often mixed, with multiple IP services as well as ISDN, we understand that you may need assistance in understanding the impact of H.323 and H.320 calling on your networks. Our technicians can provide you with information to assist your internal network support staff and carriers. We can help you proactively address network needs and handle