

SERVICE LEVEL AGREEMENT TIERS

	Standard Warranty (FREE)	Extended Warranty	Silver Service Level Agreement	Gold Service Level Agreement
90-Day Support & Labor Coverage	✓	✓	✓	✓
Standard Phone Support	✓	✓	✓	✓
180-Day Support & Labor Coverage		✓	✓	✓
1-Year Support & Labor Coverage			✓	✓
Extended Phone Support			✓	✓
Discounted Replacement Hardware			✓	✓
Reactive Remote Support*			✓	✓
Reactive Maintenance Visits*			✓	✓
2 Business Day Response Time*			✓	
1 Business Day Response Time*				✓
Two Semi-Annual Maintenance Visits				✓
Firmware Updates				✓
Documented Service Check Lists				✓
Free Interconnect Replacements*				✓
Re-Manage of Exposed Cabling				✓
Proactive Monitoring & Remote Repair*				✓
Supplemental Advanced Product Replacement*				✓

801-486-5757

180 E. 2100 S., SLC, UT 84115

TVS PRO

All Service Level Agreements Include:

Phone Support - Standard phone support, during TVS Pro's normal business hours (M-F 9am - 6pm), is included with *Standard and Extended Warranties*. Extended Phone support, available outside of TVS Pro's normal business hours, is included for the *Silver and Gold* service level tiers.

Support & Labor Coverage - Free service and labor is provided within the time frame established by the Service Level Agreement Tier that is selected. Response time and scheduling differ depending on agreement tier level.

Silver & Gold Service Level Agreements Include:

Discounted Replacement Hardware - When hardware is no longer under warranty, replacement products will be discounted.

Reactive Remote Support - If hardware fails or has issues, remote support will be provided. *Hardware must offer OvrC capabilities.

Reactive Service Visits - When service is required, support visits are covered at no charge. *Limit of 2 separate issues addressed per month.

2 Business Day Response Time - TVS Pro will respond within 2 business days. *Service and/or maintenance scheduling is subject to availability.

Gold Service Level Agreement Includes:

1 Business Day Response Time - TVS Pro will respond within 1 business day. *Priority scheduling will be made.

Two Semi-Annual Maintenance Visits - Maintenance visits include re-managing exposed cables, performing a documented service checklist, and providing necessary firmware updates.

Documented Service Checklist - For each maintenance visit, a complete performance and verification checklist, based on and in accordance to the ANSI/INFOCOMM 10-2013 standard, will be conducted.

Firmware updates - If firmware updates are necessary, they will be provided during one of the semi-annual maintenance visits.

Free interconnect replacements - If TVS Pro-supplied cables or connectors need replacement, they will be replaced at no additional cost.

Proactive Monitoring and Remote Support - TVS Pro will monitor hardware for issues and remote support will be provided. *Hardware must offer OvrC capabilities.

Supplemental Advanced Product Replacement - If hardware should fail, supplemental product replacement will be provided (of comparable performance), if needed, to keep you up and running!

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