

Net Insight Support Services

Professional support for ease-of-mind operation of media networks

Support@NetInsight

Net Insight complements its world class products with likewise world class support offerings. You never stand alone when subscribing to a Support product from Net Insight.

To make the operation of a media network a success story, not only the best in class network and media equipment is needed, also a superior support is needed. Our support make sure that your media network is utilizing its full potential in order to provide maximum return of your network investment. By running the most up-to-date software releases, providing the latest and greatest in functionality, and making sure that the Customer is able to make use of this functionality in the best possible way, an optimal network operation is achieved.

Main items in our support offerings are

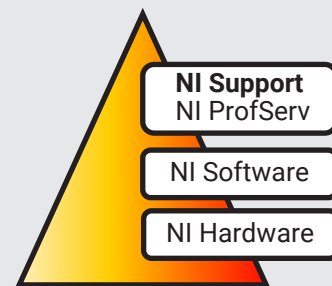
- Access to the Technical Assistance Center (TAC access)
- Access to Software Updates and Upgrades
- Access to Product Documentation
- Remote Investigation Assistance
- Hardware Replacement and Repair
- Training Advantage

Net Insight offer Support services in two main packages to fit the need of the Customer

- Standard Support
- Premium Support

There are also optional add-on services such as for example support for EoL products and Extended HW Warranty.

Support services are subscription based on an annual term and are invoiced quarterly. The support fee is based on the installed base on HW and SW products respectively.



The basic building blocks for the operation of a successful Media Network

Standard Support Service

- TAC Access 24/7/365, email/web
- Access to SW Upgrades and Updates
- Remote Investigation Assistance
- Ten days HW replacement

Premium Support Service adds

- TAC Access 24/7/365, hotline
- Access to Advance Swap Replacement
- Training Advantage
- Premium SLA for support tickets



KEY SPECIFICATIONS FOR SUPPORT SERVICES¹

Technical Assistance Center (TAC) Access

The online support centre provides 24/7/365 mail/web access to a number of tools such as:

- CSR registration and tracking
- RMA-Tracking
- Knowledge Base
- Known Issues catalogue
- Software Release information
- Software downloads
- Product information (specifications, manuals etc.)

Premium Support customers also has 24/7/365 hotline access for Emergency and Priority A errors (and Open Hours for Priority B/C errors).

Access to SW Upgrades and Updates

Support customers has continuous access to SW upgrades (new feature releases) and updates (correction of defects) in order to always have a tuned-up system.

Remote Investigation Assistance

Net Insight's support engineers will include remote network investigation via a remote connection to shorten time for trouble shooting and investigation. Customer must provide IP or VPN access for this service.

Ten days hardware replacement

Upon reception of an approved RMA, Net Insight will ship repaired or replacement HW within 10 business

days after reception of the RMA HW. Depending on the warranty status of the HW a repair fee may be applicable.

Advance swap replacement

Upon reception of an approved RMA, Net Insight dispatches replacement HW at latest the next business day, and before the RMA HW is received.

Training advantage

Access to Level 1 introductory training on Nimbra Systems, and additional discounts on all Net Insight's training courses.

Limited Support for End-of-Life Products

Optional service that provides a limited support for products that are End-of-Life (EoL) but still in use. Net Insight's support will perform troubleshooting and providing root cause analysis and provide Recovery Proposals on a best effort basis for errors related to such EoL products. SW upgrades, updates and HW availability are not guaranteed for EoL products.

Extended HW Warranty

Optionally an extended HW Warranty may be subscribed to from the date the legally include warranty ends. The HW warranty subscription must be continuous and can only be extended until End-of-Sales of the HW product in question.

ORDERING INFORMATION

NPC0029-B001	Support service - Standard - yearly
NPC0029-P001	Support service - Premium - yearly
NPC0007-P001	Advance Swap Replacement Premium - yearly
NPC0010-00E1	Extended HW Warranty
NPC0029-EOL1	EoL Limited Support

¹⁾ Support services are specified in detail the "General terms and conditions for support services" together with its "Schedules", including SLAs for CSR performance. The GTC has precedence over the specifications in this product data sheet if they should differ.

Net Insight AB (publ)

Phone +46 (0)8 685 04 00

The information presented in this document may be subject to change without notice. For further information on product status and availability, please contact info@netinsight.net or visit www.netinsight.net.

©Copyright 2022, Net Insight AB, Sweden. All rights reserved. Net Insight and Nimbra are trademarks of Net Insight AB, Sweden. All other registered trademarks are the property of their respective owners.

