



Customer Services

Envivio Customer Support

Your Envivio products let you deliver stunning live and on-demand video channels to your customers' Mobile, PC and TV screens. But there is more to keeping subscribers happy than great image quality. In the competitive market for entertainment, you can't afford downtime. To get fast solutions to issues with your encoder deployments choose from a range of Envivio customer support packages designed to meet your requirements and budget.

Strong Fundamentals

Be sure to plan ahead to have access to the critical support your headend needs, when you need it. Envivio expert support is available 24 hours per day, 7 days per week, via e-mail or phone, to serve the needs of customers around the world. For maximum peace of mind, we offer comprehensive plans scaled to address your business needs.

All Envivio support plans give you unlimited access to telephone support during your business hours, maintenance releases, and timely response to hardware issues. But when your headend is the life of your business, Envivio's Gold and Platinum plans deliver no compromise 24x7 support, rapid access to advance replacement units and first priority repair services.

It's a Question of Time

Envivio customer support plans are available on annual renewal or multiyear contracts. We have a plan to fit your requirements whether you have intermittent questions or need the confidence of on-demand assistance.

- **Platinum Support:** In mission-critical deployments, every minute matters. This plan provides next day advanced replacement units and priority repairs, no-cost access to enhancement releases, all maintenance releases, a comprehensive hardware warranty, expedited call-backs for priority one issues, and on-site repair assistance within 24 hours.
- **Gold Support:** Provides preferential-level support including two day shipment of advanced replacement units and priority repairs, no-cost access to enhancement releases, all maintenance releases, a comprehensive hardware warranty, rapid call-backs for priority one issues, and on-site repair assistance within 48 hours.
- **Silver Support:** For non-mission critical environments Envivio offers a value-priced option that provides support during our regular business hours, five days per week, as well as access to maintenance releases, hardware warranty and timely response to hardware issues.

An Ongoing Commitment to Your Success

Envivio Gold and Platinum customers have exclusive access to periodic Enhancement Releases for their software and system firmware. Thanks to Envivio's flexible software foundation that evolves over time, our upper tier support customers receive support updates as these become available that often provide functionality and system optimizations. In addition, all Envivio customers with current support contracts receive regular Maintenance Releases that address minor defects. And customers with support contracts are invited to call Envivio support any time for help with these updates.

Hardware Repairs

Envivio tests its systems to the highest standards. In the unlikely event that you do experience a hardware problem, Envivio customers under support contracts have more than a product warranty—you'll also be assigned the highest priority by our repair facilities. Our target turn-around times at Envivio's repair facility are just one day for Platinum, two business days for Gold and ten business days for Silver.

Advance Unit Replacement

Only Gold and Platinum Support customers can get Advance Replacement Units ("ARUs") for a defective product. On the next day (for Platinum) or within two business days (for Gold), Envivio will priority ship the ARU to your point of entry.

Environmental Product Disposal

If you need to dispose of an Envivio product, or other equipment that Envivio is replacing, we will take care of environmentally sound disposal of the equipment in question, in compliance with WEEE directives. To take advantage of this service, support customers simply contact Envivio Support with the model number and serial number of the item and we will make arrangements to dispose of the item on your behalf.



SUPPORT CONTRACTS

	Silver Support	Gold Support	Platinum Support
Service Benefits			
Enhancement releases	No	Yes	Yes
Advanced replacement units	No	2 days	1 day
Priority repair	10 days	2 days	1 day
Maintenance releases	Yes	Yes	Yes
Hardware Warranty	Yes	Yes	Yes
Product disposal	Yes	Yes	Yes
Service Levels			
Priority 1 Defect			
Initial response	Next business day	2 hours	30 min
Work-around	4 days	2 days	1 day
Correction Timeframe	30 business days	15 business days	10 business days
Priority 2 Defect			
Initial response	1 business day	4 hours	2 hours
Work-around	12 business days	6 business days	3 business days
Correction Timeframe	60 business days	30 business days	15 business days
Priority 3 Defect			
Initial response	2 business days	8 hours	4 hours
Work-around	45 business days	20 business days	10 business days
Correction Timeframe	Next Maintenance release	180 business days	90 business days
On-site support	Within 5 days if issue cannot be resolved remotely. Travel expenses not included	Within 48 hours if issue cannot be resolved remotely. Travel expenses included	Within 24 hours if issue cannot be resolved remotely. Travel expenses included

“Priority 1 Defect” means a defect that causes the product to fail to function and/or crash the system on which the software product is installed as to render the continued operation of the product impossible or impracticable.

“Priority 2 Defect” means a defect that causes the product to fail to operate in a material manner but does not render the system on which the Software is installed inoperable.

“Priority 3 Defect” means a defect that produces an inconvenient situation in which the product operates substantially in accordance with the Documentation but nevertheless causes or results in substandard or erratic performance. Such Defect is often minor or cosmetic in nature and does not necessarily result in reduced performance.

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