

The Autocue and Autoscript Technical Team at Vitec Videocom has extensive experience providing product support for leading broadcasters. We understand that prompting is crucial for your production and are committed to ensuring your success.

The prompter support agreements have been designed to keep your robotics and prompting systems performing at a high level and to allow for rapid recovery when an unexpected failure occurs.

The range of options allows you to choose a level of service to meet your requirements, to complement your in-house capabilities and to maximize the return on your investment and your support budget.

When you are covered by a prompting systems support agreement, you can rest easy in the knowledge that when you need service, your issue will receive priority attention whether it's via our technical support line, an on-site visit or a depot repair.



| Key Features |

- + Extended hours remote support.
- + On-site engineering cover if a fix cannot be completed remotely.
- + Minimal downtime with expedited replacement parts or the option to have on-site inventory.
- + The ability to virtually eliminate downtime with advanced replacement for most modules or assemblies.
- + Proactive preventative servicing visits.
- + Free software upgrades.
- + Additional on-site training.

Our
focus is
to support
you

Customer Support Agreement

	Out-of-Warranty, no Support Agreement	In Warranty, no Support Agreement	Remote Support Agreement	Extended Warranty Agreement	Total Service Agreement
Technical Support					
Telephone response line 24/7	✓	✓	✓	✓	✓
Telephone support - out of hours call back	-	-	✓	-	✓
Formal tracking of your issues	✓	✓	✓	✓	✓
Escalation of support issues	✓	✓	✓	✓	✓
Escalation of technical issues	✓	✓	✓	✓	✓
Remote diagnostic tools	-	✓	✓	✓	✓

Repairs/Upgrades					
Annual preventive maintenance visit	-	-	-	-	✓
Software upgrades to the latest version	-	-	✓	✓	✓
Hardware repairs - costs included?	-	✓	-	✓	✓
Hardware repairs by advance replacement of modules	-	✓	-	✓	✓

Spare parts					
Spare parts included	-	✓	-	✓	✓
Spare parts supply	<i>Order shipped from the nearest of our international warehouses</i>				
Placing spare parts orders	<i>Via phone & email or Vitec Videocom online parts store</i>				
On-site spares / modules	-	-	-	-	✓

Other support					
Loan products	-	✓	-	✓	✓
Customer advocate	-	-	-	-	✓
Regular review of your Agreement	-	-	-	✓	✓
Training credits	-	-	-	1 day	2 days

Pricing					
Approach	<i>n/a</i>	<i>n/a</i>	<i>Fixed price per site</i>	<i>Price customised based on specific application</i>	
Discount for multi-year commitment	<i>n/a</i>	<i>n/a</i>	<i>Yes, Negotiable</i>		
Discount for larger groups/multiple sites	<i>n/a</i>	<i>n/a</i>	<i>Yes, Negotiable</i>		