

## Prompter Systems Total Support Agreement

Prompting is crucial for your production and with our Total Service Agreement you have the full backing of the Autocue and Autoscript Technical Team with competitive response times, whenever you need it. As a trusted partner, we are committed to helping you be successful and with the Total Service Agreement will provide you with the ultimate in support and back-up.

The Total Service Agreement will provide you with priority technical support via telephone and email for extended hours of the day. It includes all of the spare parts and labour for any repairs, with a dedicated stock of parts held on your site as well as within our Service Centres. In addition it offers extensive maintenance and training benefits including software upgrades, regular visits, two days of on-site training and a dedicated Customer Advocate who will monitor your service requirements.

### What you get:

- Unlimited access to Autocue and Autoscript Support Line 24/7 with Call Back out of normal hours.
- A fully trained Prompter Service Engineer will respond to you within 2 hours of your call being accepted.
- Whenever possible, the Prompter Engineer will remotely connect to your system to carry out diagnostics and where possible perform upgrades and fixes on-line. [This does require you providing us temporary access over a secure web link.]
- Priority response to any issues received by e-mail. All e-mails will be responded to by an engineer within 2 hours of receipt, during the office hours of your regional Service Centre.
- Software upgrades are included free of charge and will be carried out remotely or during preventative maintenance visits where possible [specific site visits are chargeable].
- All labour for repairs, is completely covered.
- All spare parts required during the term of the Agreement are included. All Total Support Agreement customers will be given on-line access for placing spare parts orders via the Vitec Videocom Parts Store (<https://partsstore.vitecvideocom.com>).
- A stock of critical parts will be provided and held on your site, or at a dedicated site, providing instant access. Training for the fitting of these parts and modules will be given and the Prompter Engineer will be available to provide remote support to minimise downtime.
- Access to a dedicated stock of spare parts held at the nearest Service Centre.
- Priority access to a dedicated fleet of loan/refurbished products should your products require repair.
- A Customer Advocate will be assigned to you. This is a Prompter Engineer who will keep in regular contact to ensure your system is running smoothly and capture any concerns before they become a major issue.
- A formal review of your Agreement every 6 months.
- Two days of on-site training for your operators and technical staff to keep them up to date on the system and to train any new starters.

### Price:

- As each customer system and requirements are unique, we will confirm the price individually.
- Part number to order: PROMPT-TOTAL

### Options:

- The EMEA Call Centre has the potential to provide its support in many different languages for an additional charge. Check with the UK Service Centre for more details.



### Contacts

#### Americas

Vitec Videocom Inc  
14 Progress Drive  
Shelton, CT 06484  
USA

Vitec Videocom Inc  
20600 Plummer Street  
Chatsworth, CA 91311  
USA

800-541-1667  
+1 203-925-4991  
[servicesupport@vitecgroup.com](mailto:servicesupport@vitecgroup.com)

#### Europe, Middle East & Africa

Vitec Videocom Ltd  
Western Way  
Bury St Edmunds  
Suffolk, IP33 3TB

+44 1284 757 918  
[support@vitecgroup.com](mailto:support@vitecgroup.com)