

Prompter Systems Remote Support Agreement

Prompting is crucial for your production and with our Remote Support Agreement you have the full backing of the Autocue and Autoscript Prompter Technical Team with competitive response times, whenever you need it. The Remote Support Agreement gives you priority technical support via telephone and e-mail for extended hours of the day, with direct response from a fully trained Prompter Service Engineer, along with software upgrades.

What you get:

- Unlimited access to Autocue and Autoscript Support Line 24/7. With Call Back out of office hours.
- A fully trained Prompter Service Engineer will respond to you within 4 hours of the call being accepted. 7am-7pm, 7 days a week. Excluding regional public holidays.
- Whenever possible and appropriate, 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 the regional support centre.
- Priority response to resolving hardware failures with access to loan and refurbished hardware where appropriate.
- Software upgrades are included free of charge and will be carried out remotely where possible [specific site visits are chargeable].
- If an on-site visit is required to fix your problem, then this will be chargeable, reduced rates for on-site time are applicable.

Price:

- A fixed price per year, for any number of products.
- Part number to order: PROMPT-REMOTE

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

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