

## SERVICE LEVEL AGREEMENT TIERS

	Standard Warranty (FREE)	Extended Warranty	Silver Service Level Agreement	Gold Service Level Agreement
90-Day Support & Labor Coverage	✓	✓	✓	✓
Standard Phone Support	✓	✓	✓	✓
180-Day Support & Labor Coverage		✓	✓	✓
1-Year Support & Labor Coverage			✓	✓
Extended Phone Support			✓	✓
Discounted Replacement Hardware			✓	✓
Reactive Remote Support*			✓	✓
Reactive Maintenance Visits*			✓	✓
2 Business Day Response Time*			✓	
1 Business Day Response Time*				✓
Two Semi-Annual Maintenance Visits				✓
Firmware Updates				✓
Documented Service Check Lists				✓
Free Interconnect Replacements*				✓
Re-Manage of Exposed Cabling				✓
Proactive Monitoring & Remote Repair*				✓
Supplemental Advanced Product Replacement*				✓

**801-486-5757**

180 E. 2100 S., SLC, UT 84115

# TVS PRO

## All Service Level Agreements Include:

**Phone Support** - Standard phone support, during TVS Pro's normal business hours (M-F 9am - 6pm), is included with *Standard and Extended Warranties*. Extended Phone support, available outside of TVS Pro's normal business hours, is included for the *Silver and Gold* service level tiers.

**Support & Labor Coverage** - Free service and labor is provided within the time frame established by the Service Level Agreement Tier that is selected. Response time and scheduling differ depending on agreement tier level.

## Silver & Gold Service Level Agreements Include:

**Discounted Replacement Hardware** - When hardware is no longer under warranty, replacement products will be discounted.

**Reactive Remote Support** - If hardware fails or has issues, remote support will be provided. \*Hardware must offer OvrC capabilities.

**Reactive Service Visits** - When service is required, support visits are covered at no charge. \*Limit of 2 separate issues addressed per month.

**2 Business Day Response Time** - TVS Pro will respond within 2 business days. \*Service and/or maintenance scheduling is subject to availability.

## Gold Service Level Agreement Includes:

**1 Business Day Response Time** - TVS Pro will respond within 1 business day. \*Priority scheduling will be made.

**Two Semi-Annual Maintenance Visits** - Maintenance visits include re-managing exposed cables, performing a documented service checklist, and providing necessary firmware updates.

**Documented Service Checklist** - For each maintenance visit, a complete performance and verification checklist, based on and in accordance to the ANSI/INFOCOMM 10-2013 standard, will be conducted.

**Firmware updates** - If firmware updates are necessary, they will be provided during one of the semi-annual maintenance visits.

**Free interconnect replacements** - If TVS Pro-supplied cables or connectors need replacement, they will be replaced at no additional cost.

**Proactive Monitoring and Remote Support** - TVS Pro will monitor hardware for issues and remote support will be provided. \*Hardware must offer OvrC capabilities.

**Supplemental Advanced Product Replacement** - If hardware should fail, supplemental product replacement will be provided (of comparable performance), if needed, to keep you up and running!

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