

Elite Support Agreement

Customer Support & Professional Services



When uptime is critical, our Elite Support Agreement gives you guaranteed response times and service levels to quickly resolve your problems.

Grass Valley Support

With more than 50 years of experience and service excellence, Grass Valley, a Belden Brand, Global Services is your partner for maximizing system uptime, reducing total cost of ownership (TCO), and planning your long-term maintenance needs.

Stress-free Maintenance

Grass Valley Customer Support & Professional Services, with our team of experienced engineers and network of regional service centers, offers a selection of Support Agreements enabling you to define and align your service level with your business needs. With options addressing requirements for critical environments to those ensuring technical telephone support, you can select from our pre-defined agreements or create your own custom package.

Within Grass Valley's full line of Support Agreements are key features and benefits including:

- **Issue Resolution:** Gain rapid access to expert technical resources
- **Software Updates and Upgrades:** Receive notifications of available free downloads that enhance performance and functionality
- **Stability:** Optimize system performance and reduce downtime
- **Predictability (with no surprises):** Manage your operational environment and operational expenses efficiently

Elite Support for Critical Environments

Grass Valley's Elite Support Agreement is designed to enhance our standard warranty for on-air and critical environments. For non-critical support environments, Grass Valley offers Basic Support Agreements.

Our cohesive global support processes ensure a consistent experience when interacting with our call centers or when issues are escalated. Our baseline services are the foundation of Grass Valley Support Agreements, providing global access to call centers, technical phone support, parts exchange and software updates.

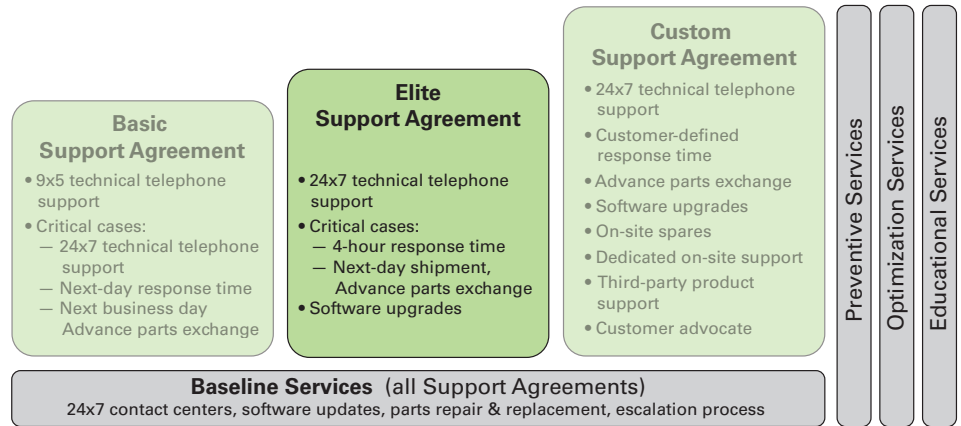
When being prepared for any eventuality is a must, Grass Valley Elite is the perfect choice. With a focus on your uptime requirements, our Elite Support Agreement provides 24x7 call center access with a guaranteed four hour response time, prioritized access to experienced engineers, defined processes for escalations and elevations, plus next day advance parts exchange and free software updates and upgrades. With our Elite Support Agreement, we are focused on helping you future-proof your environment.

While each level of support offered by Grass Valley is designed to meet your specific needs, we also offer additional services to help you maximize your operation. Our suite of Preventive, Optimization and Educational Services provides you with a variety of features and options to ensure operational and financial efficiency and risk mitigation.

Elite Support Agreement

KEY FEATURES

- Support for critical environments
- Efficient and responsive technical phone support
- Experienced engineers
- Worldwide field service team
- Software support, with access to software updates and upgrades
- Value-based pricing and payment plans



Baseline Processes & Services

All Grass Valley Support Agreements leverage our Baseline Services, which provide the foundation for all support services. They establish our priorities for delivering unmatched global support around the clock.

Global Access for Global Support

Our international contact centers are available 365 days per year, 24 hours per day, to log your call and begin the service process. Our contact center ensures that your issues are tracked and handled with the attention you deserve. Your calls will be returned by qualified Grass Valley engineers, based on the timeframe of the level of support you have selected.

Whether it's call center access, technical support, parts replacement or software updates, Grass Valley is committed to addressing your needs with expertise and transparency.

Software Update Support

Grass Valley provides you with software updates containing minor feature enhancements and bug fixes.

Key Support Agreement Features

Advance Parts Exchange

When availability and timely delivery of parts are critical, Grass Valley meets the need for immediate access to replacement parts, shipping in compliance with the level of support you have selected.

Software Upgrade Support

For our Elite or Custom Support Agreement customers, we also provide periodic software upgrades, providing new or enhanced features and functionality.

Service Level Objectives

Our Support Agreements are designed to meet your needs for availability, access, and expertise. Our goal is to provide you with a trouble-free process to exploit your investments for operational excellence. Not only do we provide agreements to meet your service level objectives, we offer you a choice of incremental services to proactively manage your critical systems, as well as the ability to design a custom agreement to fulfill unique needs. With all Support Agreements, we bring the reliability and predictability you expect from Grass Valley's service expertise.

Additional Services

Our Support Agreements may be augmented with additional support services, designed to help you elevate the effectiveness of your operation.

Preventive Services include on-site support and remote services to facilitate commissioning, system health checks, part spare kits, software updates and installations, and more, so that you can anticipate issues before they become problems.

Optimization Services provide you with world-class solution architects to maximize your system's productivity, performance and security with attention to simplifying processes and streamlining workflows.

Educational Services provide you with the opportunity to take control of your learning experience with Grass Valley's extensive array of operational, technical, and systems/video networking courses.

Ordering Information

Please contact your Grass Valley representative at: www.grassvalley.com/support/contact



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WWW.GRASSVALLEY.COM

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