

Telestream Maintenance and Support Guide

for Vantage, Vantage Cloud Port, Vantage Lightspeed, ContentAgent, Lightspeed Live Stream, Lightspeed Live Capture, GLIM, Vidchecker, Aurora, CaptionMaker, and MacCaption

telestream

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Welcome to Telestream!

Dear Customer,
We appreciate your purchase of technical support coverage and would like to welcome you to Telestream's dedicated team. This guide is meant to assist you in understanding the technical support that Telestream has to offer for our Enterprise products. Those products include Vantage, Vantage Cloud Port, ContentAgent, Lightspeed Server, Lightspeed Live Stream, Lightspeed Live Capture, GLIM, MacCaption and CaptionMaker, Vidchecker and Aurora. If you know of anyone that would benefit from this guide and or need support, feel free to pass on the information provided.

Your guide will outline the following:

- Telestream's support offerings
- How to contact Telestream Enterprise Support Services
- Expected response times for your inquiries
- How your case will flow through technical support
- An explanation of the Return Materials Authorization (RMA) process

Interested in our professional service offering? More information can be found in our Professional Services guide located on our website at http://www.telestream.net.

Please share this document with individuals or departments that may open up support cases for any of our enterprise products.

Thank you,
Telestream Enterprise Support Services

Technical Support Offerings

Telestream Maintenance and Support, which must be purchased at the time of your product purchase, includes both technical web/phone support from highly trained support consultants, and software and firmware updates to Telestream products.

Silver Support

Silver Support is for customers requiring standard coverage. Silver Support provides technical support delivery for the Americas Monday through Friday, between 6:00AM – 6:00PM Pacific Time (PT) excluding holidays. * Silver support is available for GLIM, Vantage, Vantage Cloud Port, Vantage Lightspeed, ContentAgent, Lightspeed Live Stream, Lightspeed Live Capture, Aurora and Vidchecker.

For our EMEA/APAC customers we offer support from 9:00AM - 6:00PM Central European Time (CET) excluding holidays.**

Silver Support is also available for our CaptionMaker and MacCaption products. Support is available Monday through Friday between 7AM – 4PM PT excluding holidays*

Telestream will make reasonable commercial efforts to respond within 6-8 business hours from the receipt of trouble notification contingent upon severity.

*Telestream, LLC. observes the following U.S. holidays: New Year's Day, President's Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.

**Telestream, LLC. observes the following European holidays: New Year's Day, Good Friday, Easter Monday, Labor Day, Ascension Day, Whit Monday, Corpus Christi, German Unification Day, All Saints' Day, Christmas Eve, Christmas Day, and Boxing Day. Limited support on Carnival Monday.

**Telestream, LLC observes the following UK holidays: New Year's Day, Good Friday, Easter Monday, Early May bank holiday, Spring bank holiday, Summer bank holiday, Christmas Day, Boxing Day.

Gold Support

Gold Support is for customers requiring faster response times and additional personalized services. Gold Support provides technical support delivery for the Americas Monday through Friday, between 6:00AM – 6:00PM Pacific Time (PT) excluding holidays. * Gold support is available for Vantage, Vantage Cloud Port, Vantage Lightspeed, Lightspeed Live Stream, and Lightspeed Live Capture.

For our EMEA/APAC customers we offer support from 9:00AM - 6:00PM Central European Time (CET) excluding holidays.**

Telestream will make reasonable commercial efforts to respond within 4-6 business hours from the receipt of trouble notification contingent upon severity.

*Telestream, LLC. observes the following U.S. holidays: New Year's Day, President's Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.

**Telestream, LLC. observes the following European holidays: New Year's Day, Good Friday, Easter Monday, Labor Day, Ascension Day, Whit Monday, Corpus Christi, German Unification Day, All Saints' Day, Christmas Eve, Christmas Day, and Boxing Day. Limited support on Carnival Monday.

Platinum Support

Platinum Support is for customers requiring emergency assistance outside of Telestream Support's normal business hours. Emergency calls are routed to an answering service ready to take your call and contact the Telestream on-call technician. Currently, this service level is available in in the Americas, Europe, Africa, and the Middle East or by special arrangement with your Regional Sales Representative. For Vantage, Vantage Cloud Port, Vantage Lightspeed, Lightspeed Live Stream, and Lightspeed Live Capture, the Platinum Support offering provides technical support 24 hours a day, 7 days a week, including holidays. *

Support will make reasonable commercial efforts to respond within 2 hours for emergency priority one (P1) and priority two (P2) issues.

Phone contact should be made for all P1 and P2 troubles as defined later in this document. Web contact for a P1 or P2 case may result in a longer response time. The phone number for after-hours support for Platinum customers is **+1.530.470.2036**. You will need to provide your Vantage Domain ID when you call.

*Telestream, LLC. observes the following U.S. holidays: New Year's Day, President's Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.

**Telestream, LLC. observes the following European holidays: New Year's Day, Good Friday, Easter Monday, Labor Day, Ascension Day, Whit Monday, Corpus Christi, German Unification Day, All Saints' Day, Christmas Eve, Christmas Day, and Boxing Day.

	Silver	Gold	Platinum
Product Coverage	Vantage, Vantage Cloud Port, ContentAgent, Lightspeed Server, Lightspeed Live Stream, Lightspeed Live Capture, GLIM, CaptionMaker, and MacCaption	Vantage, Vantage Cloud Port, Lightspeed Server, Lightspeed Live Stream, and Lightspeed Live Capture	Vantage, Vantage Cloud Port, Lightspeed Server, Lightspeed Live Stream, and Lightspeed Live Capture
Telephone Support	X	X	X
Web and Email Support	X	X	X
Access to Telestream's Web Customer Support Center	X	X	X
Customer Portal	Access to Knowledgebase, educational content, and ability to open and review your own cases	Access to Knowledgebase, educational content, and ability to open and review your own cases, plus 2 named user logins to view across your company's open cases	Access to Knowledgebase, educational content, and ability to open and review your own cases, plus 4 named user logins to view across your company's open cases
Standard Support	6AM - 6PM PT M-F (Americas) 9AM - 6PM CET M-F (EMEA AND APAC) 7AM – 4PM M-F (US) PT for Caption-Maker and MacCaption	6AM - 6PM PST M-F (Americas) 9AM - 6PM CET M-F (EMEA and APAC)	6AM - 6PM PT M-F (Americas) 9AM - 6PM CET M-F (EMEA and APAC)
24x7 Mission Critical Support (P1 & P2)	N/A	N/A	X
Response Time for P1 and P2 during regular business hours	6 business hours	4 business hours	2 business hours
Response Time for P3 and P4 during regular business hours	8 business hours	6 business hours	4 business hours
Health Check-Ups (remote and during regular business hours)	N/A	Included up to 2x a year ***	Included up to 3x a year ***
DB Maintenance checks (remote and during regular business hours)	N/A	Included as part of Checkup	Included as part of Checkup
Customer Support Advocate	N/A	N/A	Acts as your single point of contact into all of Telestream's support resources, and is personally committed to your success and satisfaction with Telestream solutions. *
Access to a designated support team during standard business hours	N/A	N/A	X*
Case Reviews	N/A	1x per month*	2x per month*
Hot Fixes	X	X	X
Software Updates	X	X	X
SDK Support	Can be purchased	X	X

* Available for customers with a $100K minimum annual Maintenance & Support Contract. Please contact your sales representative for more detail.
** Phone support for CaptionMaker and MacCaption is only available after a support ticket is entered via our support web form.
*** Please contact Telestream Support to schedule these.
**** GLIM support is only provided for a customer GLIM Administrator.

Support Offering for Aurora and Vidchecker

Hydra, Cerify CYSW amd QCloud have limited support. Contact sales to find out more about the end-of-sale around these products.

Product Coverage	Vidchecker, Vidchecker Post, and Aurora
Telephone Support	X
Web and Email Support	X
Access to Telestream's Web Customer Support Center	X
Customer Portal	Coming Soon
Standard Support	6AM - 6PM PT M-F (Americas) 9AM - 6PM CET M-F (EMEA AND APAC)
24x7 Mission Critical Support (P1 & P2)	N/A
Response Time for P1 and P2 during regular business hours	6 business hours
Response Time for P3 and P4 during regular business hours	8 business hours
Hot Fixes	X
Software Updates	X

Technical Support Contact Methods

For GLIM, Vantage, Vantage Cloud Port, Vantage Lightspeed, Lightspeed Live Stream, and Lightspeed Live

Region	Phone	Web
Americas	877-257-6245 (U.S.) +1.530.470.2036 (if calling outside the U.S.)	http://www.telestream.net/telestream-support/overview.htm
EMEA	+49 228 280 9141	http://www.telestream.net/telestream-support/overview.htm
APAC	+49 228 280 9141	http://www.telestream.net/telestream-support/overview.htm

For CaptionMaker and MacCaption:

Region	Web
Americas	http://www.telestream.net/telestream-support/captioning/contact-support.htm
EMEA	http://www.telestream.net/telestream-support/captioning/contact-support.htm
APAC	http://www.telestream.net/telestream-support/captioning/contact-support.htm

For Vidchecker:

Region	Phone	Web
Americas	877-257-6245 (U.S.) +1.530.470.2036 (if calling outside the U.S.)	http://www.telestream.net/telestream-support/vidchecker/support.htm
EMEA	+44 117 325 8700	http://www.telestream.net/telestream-support/vidchecker/support.htm
APAC	+44 117 325 8700	http://www.telestream.net/telestream-support/vidchecker/support.htm

For Aurora:

Region	Phone	Web
US/Canada	1-844-219-5329	http://www.telestream.net/telestream-support/video/support.htm
Outside of US/Canada	1-503-967-9833	http://www.telestream.net/telestream-support/video/support.htm

For ContentAgent:

Region	Phone	Web
Americas	877-257-6245 (U.S.) +1.530.470.2036 (if calling outside the U.S.)	http://www.telestream.net/telestream-support/ContentAgent/support.htm
EMEA	+49 228 280 9141	http://www.telestream.net/telestream-support/ContentAgent/support.htm
APAC	+49 228 280 9141	http://www.telestream.net/telestream-support/ContentAgent/support.htm

Capture:

Contacting Telestream Enterprise Support Services

Customers via Resellers

If you have purchased a Telestream product through a Reseller, please contact the Reseller as the first step in the support process.

1. Phone

   If you call for support during regular business hours a Support Specialist will answer the phone. This initial conversation will help us understand the type of problem you are experiencing, and ultimately route your case to the appropriate support consultant.

   Please assist the Customer Care Specialist in understanding the priority of your case. The Support Specialist will also verify your email and phone number on record. To ensure the best in support, please provide us with any changes to your email, phone, or contact information.

   The Customer Care Specialist will ask for your product registration, serial number, or license key depending on the product. The operating system, database version, and product version are also verified with you. The Support Specialist will provide a case number for your records. Your case will be routed to a Telestream Support Consultant (TSC) for further evaluation.

   For our MacCaption and CaptionMaker customers, please fill out a support ticket on our support site.

2. Web

   If you submit your case through the Telestream Support website, please follow the form instructions and be sure to provide your product serial number and version. An automated e-mail will be sent to the email you provide with your case number. If more detail is required, the Support Specialist may contact you before routing your case to a TSC for further evaluation.

3. Case Portal

   The Telestream customer support portal can be used to create and track Telestream support cases, and is currently available for Vantage products only.

   If you have a login, navigate to the following url: https://telestreamcommunity.force.com/customercommunity/login

   If you do not have a login, you may sign up for one at the following URL: https://telestreamcommunity.force.com/customercommunity/CommunitiesSelfReg

   Once in the portal, you will see the cases that you personally have opened since August 2014. To see all cases across one's organization, we provide 2 of these licenses for Gold customers and 4 licenses for Platinum customers. Please contact support to find out more.

Information Exchange with Technical Support

The following information may be necessary for proper troubleshooting by the TSC:

- Telestream product identifier (registration, license key, serial number)
- Error description – please provide as much information about the exhibited error as possible in your request for assistance.
- Log files – If a specific error message is delivered through the product user interface, please indicate this error. Log files enable concurrent review of the problem by the TSC. The TSC can assist you in identifying best practice for capturing and submitting log files to our team.
- Content – A sample clip (output) showing the error condition can also help the TSC identify root causes by comparing derived output to desired settings. In many cases, the original source file (input) will be needed as well.
- Configuration Specifics – Across the product line, this could take several forms, but typically, this means workflows or XML files.
  Depending on where the error condition is presented in the product, reviewing this data concurrent with the content mentioned above is particularly useful in determining the cause of the error. The TSC can assist you in identifying best practice for capturing and submitting configuration settings to our team.
- System Access – Many support cases require that we have some type of remote ability to connect into your environment. In many cases, remote access will expedite resolution of support cases.
- Hardware Products – For our Lightspeed Servers, Telestream offers extended warranty options including Express Replacement. Please contact enterprisesales@telestream.net for details.

File Transfer Protocol

Telestream currently uses Aspera Faspex™ for file transfers. If large uploads are required, your TSC will provide instructions and an Aspera link.

What to expect when working with a Telestream Support Consultant

After conferring with you via phone or e-mail, the TSC will work on the following:

- Provide documentation or reference to release notes, app notes, or other user documentation, if applicable to the reported issue.
- Determine if the reported issue is fixed in an existing patch or product update.
- Working with your files, the TSC will try to recreate the problem in a Telestream test environment.
- Request remote access into your Telestream system if necessary.
- If the TSC cannot resolve the problem, the issue will be escalated to the Engineering Liaison for engineering review.
- If a hardware problem is found with your Lightspeed server, the TSC will work on the repair with the RMA team.

Priority Levels

Please assist the Support Specialist or TSC in understanding the priority of your case or indicate relevant details in your web/e-mail submission.

Priority 1	
Critical	Trouble condition where a production-use Telestream system is completely out of service or is causing significant business impact to the customer and no immediate workaround is available.

Priority 2	
High	Trouble condition where a feature of a production-use Telestream system is not out of service, but is causing business impact to the customer.

Priority 3	
Medium	Trouble condition where a production-use or development-use (with a valid support contract) Telestream system is impacted, but relief is provided through some other means – temporary fix or workaround.

Priority 4	
Low	Any condition or request for assistance that is not business-impacting. This priority is also used for information exchange and feature requests.

Technical Support Goals

Our goal is to provide you with Technical Support that meets the needs of your business. The table below is provided to share with you our internal goals so that you know what to expect from us. Telestream will use commercially reasonable efforts to meet these goals. Initial response times vary depending on the chosen support contract.

Our support desk is here to help through various technical problems, and to work with you to either confirm or identify potential issues in the product that require further attention. In some cases, it is necessary to escalate a problem to a department outside of Telestream Enterprise Support Services. Escalated cases are reviewed on a weekly basis by the escalation team. Cases requiring an application program change will require varying amounts of time to complete and could fall outside the service level parameters.

If possible, some cases may initially be addressed via a workaround rather than a program change. If no workaround is available, projected completion timeframes will be developed and communicated to you on a case-by-case basis.

If Telestream determines that the problem is related to other than the Covered Products, Telestream is not responsible for resolving the issue.

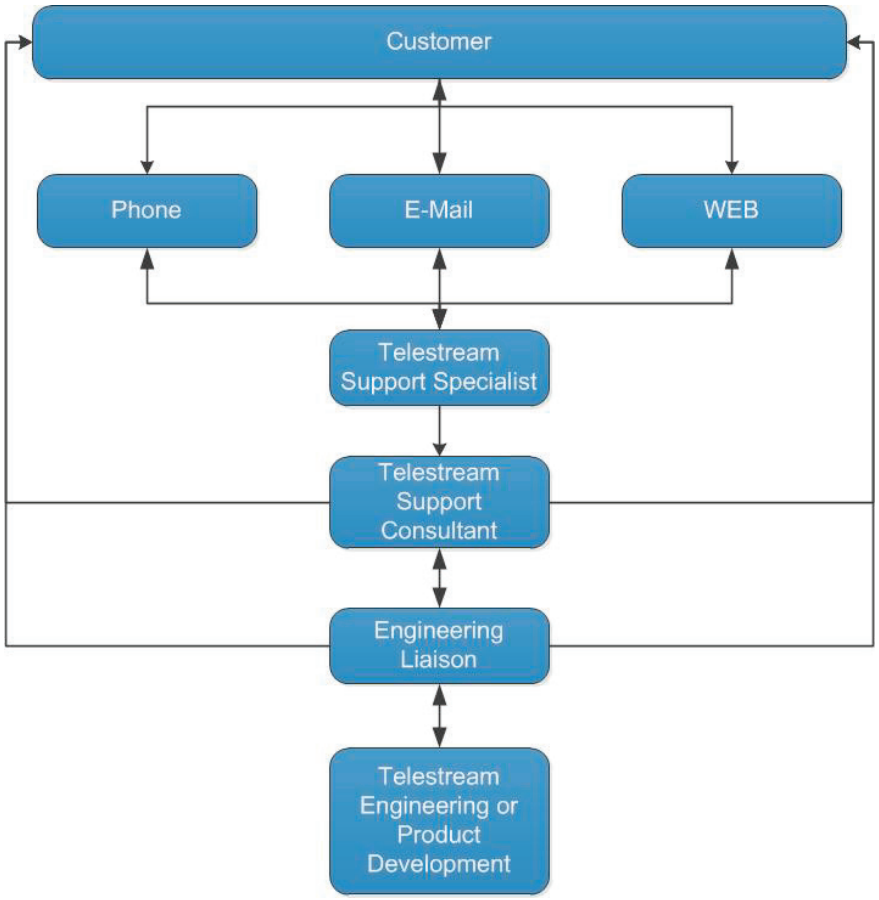
Telestream Enterprise Support Services will continue to act as the contact point for cases filed through our Support Desk. You can call the Support Desk and we will obtain an update on the case from the department or group working on the problem.

Feature requests will be sent to our product development team for consideration.

Priority	Description	Response Time	Initial Status Update	Target Workaround	Target Resolution
P1 (Critical)	Trouble condition where a production-use Telestream system is completely out of service or is causing significant business impact to the customer and no immediate workaround is available.	Within 2-6 business hours.	Within 8 business hours.	Within 1 business day.	Within 5 business days.
P2 (High)	Trouble condition where a feature of a production-use Telestream system is not out of service, but is causing business impact to the customer.	Within 2-6 business hours.	Within 10 business hours.	Within 2 business days.	Within 10 business days.
P3 (Medium)	Trouble condition where a production-use or development-use (with a valid support contract) Telestream system is impacted, but relief is provided through some other means – temporary fix or workaround.	Within 4-8 business hours.	Within 16 business hours.	Within 5 business days.	Within 15 business days.
P4 (Low)	Any condition or request for assistance that is not business-impacting.	Within 4-8 business hours.	Within 24 business hours.	As negotiated with the customer.	As negotiated with the customer.

Flow Diagram for support cases

This diagram shows how your case flows through our support and escalation teams when necessary. Your case may be worked on by a senior level TSC as well. You can expect contact from us at many levels, and at times, from our engineering or product development teams. These communications will be managed through the TSC assigned to your case.



Management Escalation Procedure

If you feel that your case requires additional attention, the following management escalation is available to you to facilitate satisfactory service delivery.

Escalation Point #1 for US customers	Technical Manager Customer Support - US Charles Wood charlesw@telestream.net +1 703-964-8079
Escalation Point #2 for US customers	Senior Technical Support Manager Customer Support - US Bill Fosbenner billf@telestream.net +1 530-264-7823
Escalation Point #1 for EMEA and APAC customers	Director, Client Services - EMEA/APAC Michael Wambach michaelw@telestream.net +49 228 280 9141
Escalation Point #3	VP Client Services Kim Outlaw kimo@telestream.net +1 703 964 8056

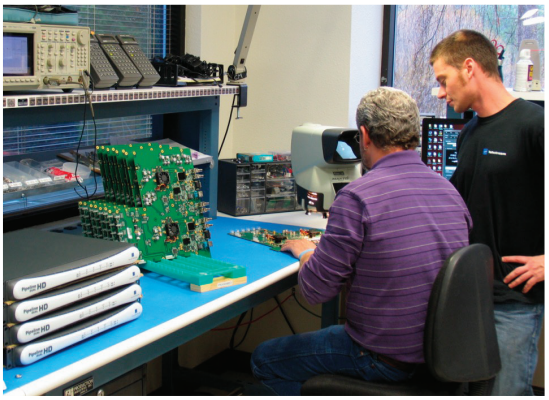
Additional Hardware Services

For our hardware products, such as Vantage Lightspeed server, we offer additional support services. Your one year Maintenance and Support agreement covers a standard return and repair service. Standard return and repair follows the following process:

- We trouble shoot your unit
- We determine that your unit has an issue that requires a return to the factory
- You ship the unit back to Telestream
- We repair and return it to you

For those workflows where you cannot afford the time it takes to do a repair and return, we offer our Express Replacement option, for an additional charge.

The Express Replacement service differs from your standard return and repair service by allowing you to replace a defective unit. If our TSC discovers an issue with your unit, you will be sent a replacement unit, which you will put in service and use permanently. You will ship your malfunctioning unit back to Telestream postage paid (North America, EU or EFTA).



Express Replacement Pricing:
Contact Sales for pricing in your region.

Remote Scheduled Services

Telestream offers remote scheduled services for customers with current maintenance and support contracts. These services can be provided during normal business hours. Please contact us if you need after business hours services. Scheduled services are offered on a per-instance basis and are delivered via the web and phone only. 24-hour advanced scheduling is required. Telestream will provide a quote for systems requiring more than four hours of services.

Scheduled Service offerings can be scheduled for*:

- Version updates
- Assistance with major system upgrades
- Scheduled system maintenance
- Personalized workflow consultation and/or training
- Special Event Support

*These services may require internet connection to your server.

Technical Support Exclusions

The information in the Telestream Enterprise Support Services Guide is accurate at the time of publication. The support policies and procedures published herein replace all previous support policies and procedures. Telestream, LLC. reserves the right to change the support policies and procedures at any time. All negotiated resolution times are approximate and not binding.

Type Exclusions Description
Technical Support coverage does not grant entitlement to new products or product options that are developed and released by Telestream outside of the original purchase or business engagement. Any new or existing product or product option(s) that are added to your system must be purchased separately.
Technical Support does not cover the costs of any hardware upgrades irrespective of whether that hardware was purchased through Telestream.
Technical Support coverage does not include costs associated with updating customizations provided by Telestream Professional Services. If customizations are required to comply with new core capabilities, that work will be done for a fee and defined in a Statement of Work by Telestream Professional Services.
Technical Support coverage does not include the support of customizations developed by third-party business entities regardless of the inter-connectivity to Telestream products.
Installation of all software updates, upgrades and maintenance releases are the responsibility of the customer and are not included under Technical Support. If remote or on-site installation of software is required, this effort will be quoted at the then current published price.
Telestream Support does not include workflow design and implementation. Customers setting up new workflows or looking to migrate from one Telestream product to another should engage their account team to discuss training or professional services. Inquiries fielded by Telestream Support may be deferred to the professional services team.

Technical Notes

Database Installation
Installation and configuration of SQL Express or SQL Standard is the responsibility of the customer.

Backups
Customer is responsible to back-up their database to an external location. Telestream will not be liable for any loss of data during these procedures.

System Access
Support cases may require access to your Telestream system to troubleshoot the reported issue. The easiest option is for the Telestream system to have outside access to the Internet to allow connection for a remote troubleshooting tool. If the Telestream system is on a closed network, a jump server with Internet access can be an alternative. If there is no access at all, troubleshooting the reported issue may become very difficult, and the time to resolve can increase. On-site troubleshooting can be requested for a fee. Please contact your sales representative for more details.

Remote Access Tools
Telestream uses industry standard remote access tools such as TeamViewer and GoToAssist. Both tools require internet access.

For details on TCP ports, please review the following guides from these vendors:

https://www.teamviewer.com/en/help/334-which-ports-are-used-by-teamviewer.aspx

http://support.citrixonline.com/en_US/gotoassist%20corporate/help_files/GTA130002?title=General+FAQs

File Transfers
Telestream Support uses Aspera Faspex™ for transfers of media files and other supplemental files required for troubleshooting. For details on Aspera, please review the following articles:

https://support.asperasoft.com/entries/20933197-Security-Model

https://support.asperasoft.com/entries/20517608-Firewall-Considerations-

Language
English is required for all communications with Telestream Support.

Further Exclusions

- Transportation of Covered Products by Customer;
- Repairs, changes, modifications, maintenance, relocation or reinstallation by personnel not authorized by Telestream;
- Improper ESD ("Electro-Static Discharge") precautions when handling Covered Products;
- Improper electrical grounding;
- Improper utility service;
- Use of non-Telestream supplied equipment or parts;
- Misuse, abuse, neglect;
- External electrical fault or any unusual shock;
- Accident, fire or water exposure;
- Natural disasters such as flood, fire, lightning, earthquake or tornado;
- Failure to maintain the proper operating or storage environment for the Covered Products (including but not limited to air conditioning, humidity control, corrosive atmosphere);
- Sabotage, or acts of war;
- Theft;
- Routine cleaning, or normal cosmetic wear;
- Third party applications or custom software not defined under Covered Products; and
- Programming of Application Program Interfaces (API) of Covered Products except for support on the capabilities of the programming interface.

Database Troubleshooting Limitations

Telestream will troubleshoot database issues related to Vantage software as part of normal support for:

- Standalone express or standard MSSQL database configurations that aren't configured as a SQL Mirror or BAG
- MSSQL Express in an all-in-one Vantage installation
- MSSQL Express for a Vantage Array with no more than 4 attached Vantage servers
- MSSQL configuration commissioned by Telestream Professional Services:
  - Mirrored database with/without Witness
  - Always On Basic Availability Group (BAG)

Maintenance and upkeep of databases including the setup and configuration of extended maintenance plans, backups, re-indexing plans and other periodic database functions is the responsibility of the customer's DBA team.

Vantage works in other MSSQL database configurations including AWS Amazon fully managed RDS. Telestream will not configure, troubleshoot or maintain databases in these configurations. Customers who require database redundancy are encouraged to use Always On MSSQL Basic Availability Group, deployed as part of the Vantage commissioning by Telestream's Professional Services team.

Customer Responsibilities

Customer is responsible to safeguard all programs, data and removable storage media at all times (including before and after Telestream performance of any services). Customer is responsible for running frequent database backups to minimize the risk of data loss in the event of a database failure. Telestream does not warrant or guarantee that customer data, settings or configurations will be preserved through the repair process.

Customer acknowledges and agrees that for hardware returned to Telestream, it is Customer's obligation and responsibility to ensure that any confidential, proprietary or otherwise sensitive information, including, without limitation, individually identifiable consumer information about Customer's customers, stored on any hardware returned to Telestream, is completely wiped and purged by Customer prior to delivery to Telestream. Telestream shall not be liable for any information remaining on hardware returned by Customer.

Furthermore, Customer shall indemnify, defend and hold harmless Telestream and its officers, directors, shareholders, employees and agents, and its respective successors and assigns, against any cause of action, loss, liability, damage, cost or expense of any kind, including without limitation, attorney's fees and costs, including allocated costs of in-house counsel (whether or not suit is brought), arising out of or relating to Customer's failure to completely purge all such confidential, proprietary or sensitive information from the hardware.

Terms of Service

These Support Services are subject to the Telestream Terms of Service located at:
https://www.telestream.net/company/terms-of-service.htm

These may be updated from time to time. Telestream reserves the right to refuse Support Services to anyone who violates these Terms of Service, up to and including termination with no refund to the customer for any remaining time left in the support contract.

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