

# Telos Alliance TelosCare™ PLUS

## End User FAQs

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Specific details and terms can be found in the program's terms and conditions at [www.telosalliance.com/teloscare-terms-conditions](http://www.telosalliance.com/teloscare-terms-conditions).

### 1) I am planning to purchase a system from Telos Alliance; how does TelosCare PLUS give me peace of mind?

In addition to more than 20 service benefits, including items such as free priority repair service and labor on out-of-warranty repairs, you get the peace of mind knowing that you are guaranteed a 4-hour response time with an expert support technician any time of the day, any day of the year.

### 2) What are the benefits of having a service level agreement?

The benefits of a TelosCare PLUS service level agreement include:

#### Service

TelosCare PLUS goes beyond basic support to service, offering a deeper level of priority assistance and service options for your broadcast needs beyond troubleshooting and urgencies.

#### Efficiency

Guaranteed 4-hour expert response time and priority repair service to get you back up and running in as little time as possible.

#### Priority Attention

TelosCare PLUS ensures your request (emergency or not) moves to the front of the line.

#### Preserve Your Investment

TelosCare PLUS offers an added layer of protection to your investment and provides ongoing financial reassurances from day one.

### 3) What does TelosCare PLUS offer to help me in my day-to-day operations?

In addition to peace of mind, TelosCare PLUS offers many additional benefits that will directly improve your day-to-day operations, including:

- Guaranteed 4-hour expert response time
- Customers can choose Free Priority Repair at factory/repair center or advance swap of the defective product, if available
- Access to all software updates and upgrades for your product
- Loaner equipment at no charge

#### 4) Why should I pay for an SLA now? Isn't it just an extended warranty?

Broadcast operations today require more than mere troubleshooting. Typical areas where customers need support go beyond urgencies to service, like configuration and integration. This is where TelosCare PLUS shines. TelosCare PLUS is not a warranty. The warranty and SLA are two different types of coverage. All Telos Alliance hardware products come with a 2-year warranty, and software comes with a 90-day warranty. TelosCare PLUS SLA is a purchase agreement that provides a higher service level and offers free factory repairs. Also, it includes services like Priority Repair, free rentals, or an advance swap.

#### 5) How is the TelosCare PLUS plan billed? It says that there is a one (1) year minimum contract?

You can find the yearly cost of TelosCare PLUS for each item on the published Price List. The customer pays a minimum of one (1) year at the time of purchase. If you pay for your product on a subscription basis (some software products), TelosCare PLUS is already included in the subscription fee, and you don't need an additional TelosCare PLUS agreement.

#### 6) I just bought my Telos Alliance product. How do I sign up? Is it easy to get running?

TelosCare PLUS is included for free for the first 90 days with product registration ([Register here.](#)) If you want to extend your TelosCare PLUS coverage, simply ask your dealer to add TelosCare PLUS to your purchase before your 90 days lapses. It's that simple.

#### 7) What happens if I purchase TelosCare PLUS for multiple products and an older existing piece of Telos Alliance gear becomes part of that system and fails? Will Telos cover that existing piece after I have paid for TelosCare PLUS on the newly purchased products?

TelosCare PLUS is purchased per product and is associated with a registered serial number. Customers have consistently received a good experience from the Telos Alliance Support Department. Rest assured that if TelosCare PLUS does not cover an item, we will still offer you various support choices to help you through your difficulty, as we have done for the last 30+ years.

#### 8) Is TelosCare PLUS available for the products I already own? What if I have an existing Telos Alliance product or system, then purchase a new system, and want an SLA to cover everything?

If you are purchasing new equipment eligible for TelosCare PLUS, in some cases, it will be possible to add your existing products to your new SLA. Please contact us at [TelosCare@telosalliance.com](mailto:TelosCare@telosalliance.com) to determine what options may be available.

### **9) When I have more than one product covered under TelosCare PLUS, can I align my contract periods if those products were purchased at different times?**

Yes, we can do that. We will always charge the first year of a new contract for 12 months. When the renewal comes up, we can align multiple contracts by prorating the older product to be consolidated into one time period for all your products.

### **10) Are TelosCare PLUS SLAs available at the corporate level, or do I have to purchase them per location?**

TelosCare PLUS is per product and is associated with the product's registered serial number. Once your products are covered under TelosCare PLUS, you are free to move them between facilities or locations.

Customers interested in something more than TelosCare PLUS services or are considering a corporate-wide Service Level Agreement, please contact our sales department at [inquiry@telosalliance.com](mailto:inquiry@telosalliance.com) and ask about TelosCare Custom. They will be happy to assist you and work on a custom solution.

### **11) Can I extend the warranty on my product(s)?**

Extended warranties are not available, but TelosCare PLUS covers the repairs of products included in your agreement for each year your agreement is active. We have upgraded our Extended Warranty to a prepaid discount for five years of TelosCare PLUS. TelosCare PLUS not only offers free factory repairs but also includes services like Priority Repair, free rentals, or an advance swap.

### **12) Do I need to purchase TelosCare PLUS when I buy the product, or can I purchase it later?**

You must purchase TelosCare PLUS within the first 90 days of buying your new product.

### **13) If I don't have TelosCare PLUS, does that impact my access to phone/email remote session support?**

No, Telos Alliance still offers support to all customers by email, telephone, and remote sessions.

### **14) What happens when the TelosCare PLUS contract is over? Is there a renewal option?**

Yes, you can renew. We will contact you before your TelosCare PLUS expires and give you pricing options to renew per year.

### **15) When does my TelosCare PLUS coverage start?**

TelosCare PLUS starts when the product is being registered/installed with us or after 90 days of the shipping date, whichever comes first.

## 16) What if TelosCare PLUS does not cover all my requirements?

If TelosCare PLUS does not meet your immediate needs and you require something suited to your exact requirements, TelosCare Custom is a fully customizable program when off-the-shelf just doesn't cut it.

For example: You've purchased and installed an extensive Telos Infinity IP Intercom system, delivering seamless communications across your global network. Now you want the peace of mind of knowing that someone will respond to an emergency call within minutes and be onsite to help within 24 hours if the unthinkable happens.

Your TelosCare Sales Partner will be happy to help create a dedicated TelosCare Custom SLA product that fits your requirements, whatever they might be.

## 17) Is there a place I can go to learn about TelosCare and TelosCare PLUS in more detail?

Visit [TelosAlliance.com/TelosCare](https://TelosAlliance.com/TelosCare) or reach out to Telos Alliance support or your dealer for more information. You can also email us at [TelosCare@telosalliance.com](mailto:TelosCare@telosalliance.com).

Specific details and terms can be found in the program's terms and conditions at [www.telosalliance.com/teloscare-terms-conditions](https://www.telosalliance.com/teloscare-terms-conditions).