

Telos Alliance TelosCare™ PLUS

Enhanced Service & Support For Broadcasters, From Broadcasters

TelosCare™ PLUS is Telos Alliance's Service Level Agreement program that provides peace of mind, fast technical support, and a wide range of additional services like loaners, free repairs, and much more for broadcasters responsible for maintaining round-the-clock broadcast operations and media facilities. TelosCare PLUS also preserves the value of the investment and provides ongoing financial reassurance to the purchaser. Specific details and terms can be found in the program's terms and conditions at TelosAlliance.com/teloscare-terms-conditions.

TelosCare PLUS is available for all Telos Alliance brands, including Telos, Telos Infinity, Omnia, Axia, Linear Acoustic, 25-Seven, and Minnetonka Audio, as well as all Jünger Audio products. Our successful AudioCare Service program for AudioTools Server is now also TelosCare PLUS.

For larger installations or when projects require more or other services, we can provide a custom Service Level Agreement—TelosCare Custom—to suit your particular needs.

All Telos Alliance hardware products and many software products come with a free TelosCare PLUS contract for the first 90 days. This allows us to efficiently assist with installation, configuration, and troubleshooting when you need us most. To activate your TelosCare PLUS contract, you must register your products at: TelosAlliance.com/product-registration.

Following are some of the great benefits you get with TelosCare PLUS above and beyond our basic TelosCare support.

Beyond Product Warranty

All newly purchased Telos Alliance products come with a product warranty—2 years for hardware and 90 days for software. Find details of our product warranty at TelosAlliance.com/warranty-information.

While a product warranty enables customers to send in a defective product for a free factory repair during warranty, modern IT-based architectures often require additional methods to assist our customers. Support with the integration and configuration of your product, ongoing software updates and upgrades, free loaners or an advance swap, and, of course, free repairs are all available to you with TelosCare PLUS.

Unlimited Priority Support

TelosCare PLUS provides unlimited priority round-the-clock access to customer support via phone, e-mail, or our online support ticket system with a guaranteed response from an expert in 4 hours or less.

Free/Discounted Remote Assistance

TelosCare PLUS provides the first 60 minutes of Remote Assistance at no additional charge. The vast majority of inquiries and configuration questions can quickly be resolved within less than an hour! You can purchase extra time at a 50% discount. A Fair Use Policy applies; we ask that questions beyond a few hours and projects beyond standard Remote Assistance make use of our paid Professional Services. Our Professional Services can include longer consulting and configuration tasks, but you can also book them for an Onsite Configuration, Critical Failure Emergency Support, and more.

Training

We want you to get the most from your Telos Alliance solution, so we offer multiple options on training, including online training. Online training is fast and convenient and can be purchased and scheduled through your local dealer or customer support representative. In-person training is also available at the factory in our US or European office or onsite at your facility*. Ask your dealer or account representative for a proposal and quote for your individual training. *Not available during COVID.

Free Software Updates & Upgrades

Software updates and maintenance releases add to the functionality of your product. It is also important to stay current with OS updates and ever-evolving IT and IP standards and protocols in an IT and software environment. That's why TelosCare PLUS provides access to all software updates and upgrades for your product at no additional charge. TelosCare PLUS preserves your investment and makes sure that your five-year-old software application is as new as one purchased five days ago.

All maintenance and feature enhancements are included in your TelosCare PLUS service—whether you run a pure software solution or want to update the embedded software on your appliance. As long as Telos Alliance is selling the new version of your software under your current SKU and part number, TelosCare PLUS covers you.

Free License Support

License Support is included at no additional charge for TelosCare PLUS customers. License Support accommodates moving license activations from one machine to another, between a dongle and software activation, or to and from a License Server. It also allows moving from one operating system to another (provided the product is available for both operating systems).

Free Priority Repairs

TelosCare PLUS includes all product repairs free of charge, and customers can choose to use one of the following services on each repair case:

- Free Priority Repair at factory/repair center, with turnaround time within 1-2 business days of receipt
- Advance swap of the defective product, if available

Advance Loan Units

As an alternative to an advance swap or when an advance swap is not available, we offer advance loan units for free while we are repairing your unit.

Note: Inbound and outbound shipping for loans and repairs are not included (except for outbound shipping of in-warranty repairs). This allows you to pick the shipping service and speed of choice, while allowing us to keep our Service-Level Agreement prices low.

Replacements

While we'll make every effort to repair a defective device, there will inevitably be situations in which a repair is not possible. In these cases, we will credit your account with the TelosCare PLUS fee for the current year and offer a 10% discount on the purchase of a new unit from an authorized dealer.

Contract Duration

You must purchase TelosCare PLUS within 90 days of original equipment purchase while the product is still under warranty. TelosCare PLUS comes with a minimum contract duration of one (1) year, and you can renew it annually.

If you purchase more than one year at a time, you will lock in your TelosCare PLUS price for the contract's duration. Ask your account manager how to take advantage of a multi-year discount in which you get the fifth year for free if you prepay for the first four years in advance.

Subscriptions

Telos Alliance subscription contracts always include a TelosCare PLUS Service Level Agreement within the agreed subscription rates, so a separate TelosCare PLUS contract is not required.

Specific Details and Terms

This program guide is qualified in its entirety by the agreement between you and Telos Alliance, which is reflected in either a subscription agreement signed by you and Telos Alliance or in your acceptance of the terms and conditions found at <https://www.telosalliance.com/teloscare-terms-conditions>.

For more information, visit the [TelosAlliance.com/TelosCare](https://www.TelosAlliance.com/TelosCare)

	TelosCare Basic Support	TelosCare PLUS Enhanced Service-Level Agreement
Product Warranty	2 Years for Hardware 90 Days for Software	2 Years for Hardware 90 Days for Software
Phone Support	24 Hours a Day Mon-Fri Response Time within 1 Business Day	24 Hours a Day 7 Days a Week Response Time Within 4 Hours
Remote Assistance	Per Hour Basis	First Hour Free, Additional Hours at 50% Off MSRP
Software Updates & Upgrades	Not Included	Included
License Support	Not Included	Included
Repairs	Hourly + Parts (Minimum Repair Fee per Unit, Free for Units Under Warranty)	Free (Parts & Labor)
Repair Time	Average Within 2 Weeks	Choice of Priority Repair within 1-2 Days or Advance Swap
Product Loan During Repairs	Flat-Rate for initial term; per diem thereafter	Initial term included; per diem thereafter
Contract Duration	Not Applicable	<ul style="list-style-type: none"> ▪ One Year Minimum with Annual Renewals Thereafter ▪ Renewals Available for One or Multiple Years ▪ Included with Telos Alliance Subscriptions
Product Registration	Required	Required
Fee	Basic Support Included with All Purchases	<ul style="list-style-type: none"> ▪ See Product and Price List ▪ Included with Telos Alliance Subscriptions