



Telos Alliance TelosCare™, TelosCare PLUS

End User FAQs

Many clients now expect the option of a higher level of service to go with the accelerated pace and sophistication of their demanding round-the-clock broadcast operations. The Telos Alliance has been offering Service Level Agreements (SLAs) for years with the successful AudioCare™, an SLA that covers Minnetonka Audio software solutions. Telos Alliance is building upon that well-received program with the new TelosCare™, an SLA that covers Telos Alliance products, including those from Telos Systems, Omnia Audio, Axia Audio, Linear Acoustic, and 25-Seven Systems.

TelosCare is designed to provide peace of mind, fast technical support, discounts on out-of-warranty repairs, loaners, on-site setup, and much more for technical management, engineers, and operational personnel responsible for maintaining 24/7 broadcast operations and media facilities. It also preserves the value of the equipment investment and provides financial reassurance to accounting and business offices.

TelosCare is available in two levels:

- **TelosCare** – comes standard with every product purchase (no charge)
- **TelosCare PLUS** – purchased service level agreement

This FAQ is designed to inform Telos Alliance customers of the plan specifics and answer some common questions.

FAQs:

1) I am planning to purchase a system from Telos Alliance, how does this SLA give me peace of mind?

In addition to over 20 service benefits to include items such as free priority repair service and labor on out-of-warranty repairs, you get the peace of mind knowing that 24/7/365 you are guaranteed a 2-hour response time with an expert support technician.

2) 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, some that will directly improve your day-to-day operations are:

- Guaranteed 2-hour expert response time
- Free labor on out-of-warranty repairs
- Free priority (1 -2 day) repair service
- Free weekly product rental

Numerous discounts on many support services as outlined in the [Telos Care price sheet found here](#).



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

The benefits of a TelosCare PLUS service level agreement include:

Efficiency - guaranteed 2-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.

Cost Effective Parts & Labor - heavily discounted rates on parts and labor for in and out-of-warranty products.

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

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

The SLA is not a warranty. The warranty and SLA are two different types of coverage. To be clear, as of Feb 1, 2019, every piece of hardware sold is covered under a 2-year warranty. The TelosCare PLUS SLA is a purchase agreement that provides a higher level of service and discounted rates on various services. See the TelosCare [comparison chart found here](#) for a side-by-side itemization of the items that are provided via our standard warranty and MSRP service rates under TelosCare compared to the same services provided under the TelosCare PLUS SLA.

5) Why did Telos switch to a 2-year warranty?

Telos Alliance always strives to provide incredible value to the services and support our customers demand. When the Axia brand was first launched nearly 20(!) years ago, customers were skeptical about our groundbreaking technologies and hesitant about investing in a company without a proven track record in audio consoles and routing systems. We answered that trepidation by providing customers a 5-year warranty on Axia products, something that was unprecedented in the broadcast industry.

All these years later, Livewire® and AoIP have become household names and there is no question that building an AoIP facility using Axia gear is a proven and safe choice for broadcasters. While we're not wavering from our desire to support and repair products as long as possible, customer needs have changed with this migration to an IT-centric world, so we need to change our offerings to match.

As of February 1, 2019, the Telos Alliance warranty is 2-years on all hardware products. Details of the warranty can be found here - www.TelosAlliance.com/warranty. Our commitment to building quality products has never faltered and our 2 year warranty continues to beat the length of most competing products.

We also understand that in an IT-based world the complexity of settings, configurations, and software updates requires more than being able to ship a defective product back to the factory. This is why we are adding TelosCare and TelosCare PLUS, to continue to serve the ever-changing broadcast industry.



6) How is the TelosCare PLUS plan billed, it says that there is a one (1) year minimum contract?

Yes, the cost is 15% of the MSRP system price billed per year. The customer pays for the one (1) year price at the time of purchase.

7) I just bought my system, how do I sign up? Is it easy to get running?

Yes, Simply ask your dealer to add SLA to your purchase. It's that's simple.

8) What if I don't want to buy the TelosCare PLUS SLA?

TelosCare PLUS is a purchased SLA at 15% of the MSRP system. TelosCare is included for free on all units. So, if you do not purchase TelosCare PLUS, you still get TelosCare for free. [See the comparison chart found here](#) to see the differences between the basic free level of care and the amplified service you get with TelosCare PLUS.

9) What happens if I purchase TelosCare PLUS for a new system, and an (older) existing piece of Telos gear becomes part of that system and it fails? Will Telos cover that existing piece after I have paid for TelosCare?

Customers consistently get a good experience from the Telos Support Department, so you can be assured that if an item is not covered by TelosCare PLUS, you will still be offered a variety of support choices to help you through your difficulty, just as they have been supported by Telos for the last 30+ years.

10) Is the B-Stock warranty changing?

Yes, as of February 1, 2019 B-stock comes with a 90-day warranty. To find out more about B-Stock availability, visit <https://success.telosalliance.com/sale>

11) Can I add my existing products to my TelosCare PLUS SLA? Is this available for existing systems?

What if I have an existing install, then purchase a new system, and I want an SLA to cover everything?

If you are purchasing a new lot of equipment eligible for an SLA, in some cases, it will be possible to add your existing items to this SLA. You will need to provide a list of equipment with serial numbers to our support department to determine eligibility. There is not an option to purchase an SLA for existing equipment if you are not purchasing new gear at the same time. To find out if your existing products are covered, email TelosCare@telosalliance.com.

12) What happens if I buy something new? For example, I purchased a big system, and then add on a couple of xNodes. Does the cost of the TelosCare PLUS SLA adjust at that point to include the extra gear?

If you have has an existing SLA in place and you purchase another unit (like an xNode) later, you simply need to purchase the TelosCare PLUS SLA with this additional purchase.



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

SLAs are typically sold/tied to a specific sale, project or location. If you are interested in a corporate-wide SLA, please contact our sales department at inquiry@telosalliance.com and they will be happy to assist you.

14) Can I extend the warranty on my unit(s)?

No, this is not an extended warranty; it is an SLA - Service Level Agreement. Customers can purchase SLAs for the additional 3rd, 4th, etc year, but extending the SLA into 3rd or 4th years does not extend the warranty. The warranty remains at 2 years.

15) Do I need to purchase TelosCare PLUS when I first purchase the unit, or can I purchase it later?

TelosCare PLUS must be purchased within the first 90 days of purchasing your new equipment.

16) Does TelosCare SLA impact my access to phone / email remote session support?

No, Telos Alliance still offers support to all customers by email, telephone, and remote sessions. The details and associated costs for these can be found here - www.TelosAlliance.com/TelosCare

17) Are firmware / software updates still free?

Maintenance (bug fix) updates are free. Major feature upgrades are offered at Retail Price with TelosCare, with 10% off retail for TelosCare PLUS customers.

18) How is TelosCare PLUS plan billed??

The cost is 15% of MSRP system price billed per year. You pay for the one (1) year price at the time of purchase.

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

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

20) Why would I buy TelosCare PLUS when TelosCare comes with free support?

The SLA is much more than just free support, there are over 20 additional benefits that make up the SLA. Example, you might want a faster callback or might need help with onsite configuration. This gives you the ability to get various options and peace of mind.

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

Yes! We've created a web page—www.TelosAlliance.com/TelosCare—that includes Price Sheets, a Comparison Chart, and FAQs specifically designed for you. Please visit it or reach out to Telos Alliance support or your dealer for more information. You can also email us at TelosCare@telosalliance.com