



Telos Alliance TelosCare™, TelosCare PLUS, TelosCare CUSTOM End User FAQs

Customers like you expect the option of a higher level of service to go with the accelerated pace and sophistication of your demanding round-the-clock broadcast operations. The Telos Alliance has been offering Service Level Agreements (SLAs) for years with the successful AudioCare™, a program that covers Minnetonka Audio software solutions. Telos Alliance is building upon that well-received program with the new TelosCare™, a service plan that covers Telos Alliance hardware 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, loaners, on-site setup, and much more for people like you who are 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. The new TelosCare program is service and support for broadcasters, from broadcasters, designed to give you peace of mind and the level of care you need on a day-to-day basis.

TelosCare is available in three levels:

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

This FAQ is designed to inform Telos Alliance End User/Customers of the plan specifics and to 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 4-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 4-hour expert response time
- 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 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.

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. All Telos Alliance products come with a 2-year warranty. TelosCare PLUS SLA is a purchase agreement that provides a higher level of service and discounted rates on various services. However, TelosCare PLUS extends the warranty for each year your SLA is active.

- For example, if you pay your SLA for 5 years, your unit will be covered under warranty for those 5 years.
- If you pay for 3 years, you products will be covered for 3 years, etc...

The TelosCare comparison chart [found here](#) is 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) How is the TelosCare PLUS plan billed, it says that there is a one (1) year minimum contract?

Yes, the cost is 6% of the MSRP system price billed per year. The customer pays for the one (1) year price at the time of purchase.

6) 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 within 90 days. It's that's simple.



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

TelosCare PLUS is a purchased SLA at 6% 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.

8) 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.

9) 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>

10) Can I add my existing products to my TelosCare PLUS SLA? Or, 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.

11) 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 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.

12) 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.



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

Yes, under TelosCare an optional 3 year warranty can be purchased to extend the 2 year warranty to a 5 year warranty. This is a one-time charge (equal to 10% of the retail value) and must be purchased within 90 days. Under TelosCare PLUS the unit is covered under warranty for each year the SLA is active.

14) 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.

15) 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

16) How is TelosCare PLUS plan billed??

The cost is 6% of MSRP system price billed per year. You pay for the one (1) year price at the time of purchase.

17) 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 renewal per year.

18) 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. For 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.

19) 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