



Telos Alliance TelosCare™ Program Guide

For more than 30 years, Telos has worked hard to support our customers, including being the first to offer 24-hour round-the-clock support. As the needs of our clients have changed, we are responding to better serve those needs. Many of our clients now expect the option of a higher level of service to match the accelerated pace of their 24/7 operations. That's why we are excited to introduce TelosCare™.

TelosCare is the new Telos Alliance support program and is included free of charge with every purchase. TelosCare PLUS is a paid Service Level Agreement (SLA) for all Telos Alliance products. Targeted at system purchases, TelosCare is designed to provide peace of mind, priority technical support, deep discounts on out-of-warranty repairs, loaners, on-site setup, and much more for technical management, engineers, and operational personnel 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. See the information below detailing the differences between our basic level of free TelosCare and TelosCare PLUS SLA.

TelosCare

Support Line Help

TelosCare is included with all Telos Alliance products free of charge and delivers 24-hour, round-the-clock access to customer support via phone, e-mail, or our online support ticket system.

Software Updates

TelosCare gives you access to all maintenance software and firmware updates for your product at no additional charge. Major feature software upgrades are available for purchase.

Support Services

Remote Assistance can be purchased and scheduled with TelosCare ([see TelosCare price sheet found here](#)) on a per hour basis. The first 10 minutes are free and included. Assistance can include individual online remote assistance with configuration, setup, operation, and troubleshooting for your product. Consulting and assistance for developing custom profiles are available as part of remote assistance.

Onsite Configuration and Support can be purchased through your local Dealer. Typical lead time is 6-8 weeks and needs to be scheduled through Telos Alliance.

- **US Onsite Configuration:** Will be billed per day according to the TelosCare price sheet. This includes travel and expenses.
- **Outside of the US Commissioning:** Will be billed per day according to the TelosCare price sheet. Does not include travel and expenses.



Onsite Response of Critical Failure visits (US and outside US) are available within 24-48 hours with TelosCare on a critical failure basis, billed per TelosCare price sheet plus travel expenses. 'Critical failure' is defined as a hardware failure within the first 90 days of warranty that keeps you off the air when phone support cannot resolve the issue.

Training

Factory Training in the US or at a European office can be purchased and scheduled with TelosCare per day (see TelosCare price sheet). Any Telos travel and expenses are not included and will be billed at current cost. Client is responsible for their own expenses incurred, including travel to the factory.

Onsite Training can be purchased and scheduled for the days needed (see TelosCare price sheet). Telos personnel travel and expenses are not included, billed at current cost.

Repairs

In case of a technical failure, TelosCare offers product repairs for units outside the warranty. Minimum charges apply ([see TelosCare price sheet found here](#)). Repairs include parts and labor. Labor billed at per hour, parts billed full retail. Inbound shipping is the responsibility of the customer. Return shipping to the customer will be added to repair invoice.

Rental Units

Temporary rental units are available with TelosCare on a weekly basis while your unit is being repaired. Contact an authorized Dealer or customer support for pricing. Shipping is billed at the current rate for rental unit.

Replacements

While we'll try everything we can to repair a defective device, there will be situations where a repair is not possible. While we have a substantial inventory of spare parts for all our products, we have nevertheless seen scenarios where a component was no longer available and could not be replaced with an alternative. In cases where a product can no longer be repaired, we will not charge the bench repair fee and a replacement product can be purchased at normal MSRP from your local Dealer.

Critical Spares can be purchased with TelosCare at MSRP from your local Dealer.



TelosCare PLUS

Support Line Help

TelosCare PLUS provides unlimited, priority 24/7 access to customer support via phone, e-mail, or our online support ticket system with guaranteed response time from an expert within 2 hours or less.

Software Updates

TelosCare PLUS gives access to all maintenance software and firmware updates for your product at no additional charge. Major feature software upgrades are available at a 10% discount off MSRP, excluding any hardware changes that may be necessary for the upgrade. The hardware is billed at MSRP.

Support Services

Remote Assistance can be purchased at 50% off MSRP and scheduled with TelosCare PLUS ([see TelosCare price sheet found here](#)) on a per hour basis. The first hour is free and included. Assistance can include individual online remote assistance with configuration, consulting, setup, operation, assistance for developing custom profiles and troubleshooting for your product.

Onsite Configuration and Support can be purchased at 30% off MSRP through your local Dealer and scheduled through Telos Alliance. See TelosCare price sheet for details. Does not include travel and expenses for sites outside the US. Typical lead time is 6-8 weeks.

Onsite Response of Critical Failure visits (US and outside US) are available within 24-48 hours with TelosCare PLUS on a critical failure basis and can be purchased at 30% off MSRP through your local Dealer and scheduled through Telos Alliance. See TelosCare price sheet for details. Does not include travel and expenses. 'Critical failure' is defined as a hardware failure within the first 90 days of warranty that keeps you off the air when phone support cannot resolve the issue.

Training

Factory Training in the US or at a European office can be purchased and scheduled with TelosCare PLUS (see TelosCare price sheet) at a 50% discount off MSRP. Any possible Telos travel and expenses are not included and will be billed at current cost. Client is responsible for their own expenses and travel to the factory.

Onsite Training can be purchased and scheduled through your local Dealer for the days needed ([see TelosCare price sheet found here](#)) at a 30% discount off MSRP. Telos travel and expenses are not included, billed at current cost.



Repairs

In case of a technical failure, TelosCare PLUS offers product repairs for units outside warranty with free labor and 10% off MSRP on parts. Inbound shipping is the responsibility of the customer. Return shipping to the customer will be added to the repair invoice for out-of-warranty units. Telos will cover ground or economy return shipping for in-warranty units.

Priority Repair Service is available for free on in-warranty units. An additional fee per repair ticket will be applied for out-of-warranty units. Priority Repairs are turned around within 1-2 business days of receipt of the unit at an Authorized Repair Center.

Rental Units

Advance rental units are available for free with TelosCare PLUS while your unit is being repaired. There is a flat processing fee of \$250 per unit. The customer is responsible for outbound shipping that will be billed at the current rate. Customer is also responsible for return shipping of the rental unit. If rental unit is not returned within 7 days of customer receiving repaired unit, weekly rental fees will be applied and billed per the [See TelosCare price sheet found here](#).

Replacements

While we'll try everything we can to repair a defective device, there will be situations where a repair is not possible. While we have a substantial inventory of spare parts for all our products, we have nevertheless seen scenarios where a component was no longer available and could not be replaced with an alternative. In cases where a product can no longer be repaired, we will not charge the bench repair fee and offer an additional 10% off MSRP on the purchase of a new unit from an authorized Dealer.

Critical Spares can be purchased with TelosCare PLUS from your local Dealer at 10% off MSRP. Work with your local dealer to determine qualifying critical spares for your system.

System Size

TelosCare PLUS is available for all Telos Alliance products independent of the system size.

Length of SLA

TelosCare PLUS must be purchased within 90 days of original equipment purchase and comes with a minimum contract duration of one year. Renewable yearly at the same 15% of system MSRP. Please note that while a two-year warranty is included as part of the TelosCare PLUS SLA, the warranty does not renew when the SLA contract is renewed.

For more information, visit TelosAlliance.com/TelosCare