

Constant Care: Customer Core Services

USA and Canada

CORE SERVICES FORM THE CORNERSTONE OF TANDBERG'S CONSTANT CARE SERVICE PORTFOLIO, PROVIDING OUR CUSTOMERS WITH COMPREHENSIVE SUPPORT THROUGHOUT A PRODUCT'S LIFETIME.



Benefits of Customer Core Services

- **Protect your technology investment**
 - Receive software upgrades of new protocols and functionality as they become available
 - Ensure compatibility with future video solutions through access to the latest features
- **Extend the lifetime of your product**
 - Quickly resolve any unexpected system problems with diagnostic support and replacement parts
 - Ensure high performance throughout the product's lifetime

Customer Core Services at a Glance

Choose from the level of support that best suits your need:

FEATURES	CUSTOMER CORE	CUSTOMER CORE ONSITE
Soft Care	•	•
Online Tools	•	•
TANDBERG Help Desk 24/7	•	•
Advanced Replacement Parts	•	•
Onsite Assistance		•

Program Components in Detail

Soft Care

A practical notification service, providing customers with:

- E-mail notification when new software updates become available
 - All future and past software releases are available as an integrated part of the service agreement
 - Products are supported with software up to six years after product “end of life”
 - Software upgrades are released approximately twice a year

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Online Tools

- FTP site with software releases readily available for download
- Detailed release notes available from the same location on the FTP site as the software releases
- Regular software release notes sent by e-mail
- Registration database will provide you with product news
- Electronic video training TIPs help you get the maximum use of your systems

TANDBERG Help Desk 24/7

TANDBERG's help desk provides technical assistance 24 hours per day, 7 days per week.

Advanced Replacement Parts

Should you ever need replacement parts, these will be dispatched to you on the same day as an order is received for next business day delivery. The service agreement covers the cost of sending replacement parts directly to the customer site.

Onsite Assistance

Customers choosing Customer Core Onsite receive all of the previously mentioned service elements plus the following: advanced troubleshooting which may include onsite diagnostic support where necessary, onsite part replacement, and resolution testing as appropriate.

To learn more about [Customer Core Services](#) in the US and Canada, please see www.TANDBERG.net or ask your local TANDBERG partner.

Notes: Full service specifications relating to each of the Customer Core components will be detailed in your Service Agreement.

Soft Care is applicable to all TANDBERG video communication systems except for the TANDBERG Educator series and Director products.