

Professional Support at Your Service

Teleste is committed to the customers' success. We are not satisfied with simply selling products and then standing aside as customers manage on their own. Rather, we will support you in maximising revenue, saving costs and improving quality.



Teleste support partnership

Technical problems can occur in every system or device – configuration faults, hardware defects or changes in the system that an individual device has to adapt to. What makes the difference is how professionally these problems are handled. We at Teleste have the best knowledge and procedures, and Teleste's Support and Maintenance Service enables you to take advantage of our expertise.

Satisfied subscribers stay loyal

Television has become a fundamental part of modern everyday life - easy to use and reliable. Consequently, subscribers expect a seamless service delivery without interruptions. However, failures do occur; they may be rare, but they require quick correction. Failing to solve the problems quickly may adversely affect the loyalty of the subscribers.

Teleste's technical support team is available every hour of the day throughout the year. You can contact the support team at any time and let your problem to be handled by a team of professionals. You can trust that the problem will be solved and that the services will be available again for your customers in due course.

Concentrate on your core business

Operators' core business is to offer services to subscribers. Solving technical problems in television systems is the essence of Teleste's support team. By working with Teleste, you can free up resources to concentrate on your primary activities.

Having a team of dedicated professionals handling your technical challenges enables you to get the most out of your current business by better serving your subscribers. At the same time, you will have time to look for new ways to increase your revenue.

Our specialists at your premises

Describing complex fault situations is not simple. Providing detailed information by phone or email has its limitations. Yet it is essential to quickly obtain detailed system information in order to track down the source of the failure and have the problem solved.



Teleste support team can connect remotely to a system and have full access to it with a clear view of the linked devices and system architecture. This allows quick pinpointing of the problem and the implementation of adequate solutions.

Keep your system up to date

TV headend systems are increasingly complex, including numerous devices that may lead to an increased risk of failure. This risk can be reduced significantly and the problems proactively prevented, instead of waiting until something goes wrong. Problems degrade the quality of the service and, subsequently, compromise subscriber satisfaction.

Teleste's Support and Maintenance Service lets you benefit from regular software updates and upgrades. You will have access to all the latest software releases available, which ensures that your system will remain reliable. Moreover, you will have the advantage of implementing the newest features in order to expand your service offering.

Trusted partner with expertise

Operators expect continuity and adequate support resources to guarantee that their system infrastructure is relevant and up to date, and that it will also remain that way in the future. Not only does the supplier need to meet the operators' technical requirements, but the supplier should also be able to support the system in an ever-evolving environment.

Teleste knows the technical challenges of television networks and headends; we have gained formidable experience in these areas over the course of several decades. Our support services are delivered by teams of dedicated professionals and, if needed, the support line is open all the way to R&D. Having the support of the leading HFC provider in Europe guarantees that you will have a fast solution to your problem.


Professional support at your service

The transmission frequency of a television satellite can change without prior notice. As a result, the connection to the headend receivers will be lost and television services will no longer be available on the network. Actions must be undertaken to revert the services.

- **Benefit from our expertise**
Teleste's support teams face technical challenges on a daily basis in the course of providing support to numerous operators. The technicians are familiar with various fault situations and are therefore able to pinpoint the cause of the problem quickly. As a result, the assistance is prompt and network downtime is reduced to a minimum.
- **Save time and efforts**
An operator is often confronted with a unique and challenging situation. Tracking down the cause of the fault can be time-consuming and requires immediate resources. Teleste's technical assistance enables you to save time and avoid possible negative feedback from subscribers.



Support and Maintenance Level Specifications




Gold

- Email Support
- Telephone Support
- 24H Telephone Support
- Remote Diagnostics
- Repair Service (turn-around time): max 7 days
- Software Updates & Upgrades

Optional services

- Spares Onsite
- Remote Supervision
- Specialist Services (maintenance days, trainings, on-site support)




Silver

- Email Support
- Telephone Support
- Remote Diagnostics
- Repair Service (turn-around time): max 14 days
- Software Updates & Upgrades

Optional services

- Spares Onsite
- Remote Supervision



Bronze

- Email Support
- Telephone Support
- Repair Service (turn-around time): max 21 days
- Software Updates

Optional services

- Spares Onsite
- Remote Supervision