

SMART,
SAFE AND
SMOOTH
FUTURE

SERVICE

**TELESTE CARE
FOR VIDEO SECURITY**

TELESTE

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Teleste Care for Video Security is a software support and maintenance service offering that provides customers with a piece of mind throughout their products lifetime.



Teleste Basic

Teleste Basic for Video Security is included in all systems free of charge. It includes access to free software warranty updates within the deployed software version.

Teleste Smart

Teleste Smart is an optional service for those who are willing to keep their system always up-to-date with the latest features and functions. This service provides free access to the latest software release and it includes a service level agreement with committed response times (SLA).

Teleste offers the following services for Teleste **Smart** for Video Security:

- Software updates
- Software upgrades
- Access to support center (phone, e-mail, incident ticket)
- Help Desk - During Office Hours
- Committed response times
- Discounted rate for additional professional services
- Teleste Secure Access for remote connection

Our professional support team handles service requests from many of our customers. These requests are classified into three different categories depending on the severity of the issue.

- **Critical** - Required/Important functionality is unavailable; database data loss or corruption, or critical system failure due to Teleste SW
- **Major** - Serious condition that affects system operation, maintenance or administration (the issue is not acceptable in the medium or long-term – or it is a critical issue with a workaround)
- **Minor** - Conditions that do not significantly impact the operation of your system

Teleste Safe

Teleste Safe for Video Security is a custom tailored add-on service to Teleste Smart for those who need additional protection to their asset.

Response / Solution Proposal

Severity	First Response Time*	Solution Progress Status Time*
Critical	4 hours	4 hours
Major	8 hours	3 days
Minor	2 business days	10 days

* Business hours / days, after receiving properly filled incident template. Available in selected countries.
(Please contact a Teleste representative for more details)

First response times and solution progress status times are valid only after the system subject to Teleste Smart agreement has passed the system acceptance test by both Customer and Teleste.

Professional Services

In addition to the Teleste Care for Video Security support services outlined above, Teleste also offers proactive engineering services.

Teleste's system engineers can make a complete system "health check" concerning all elements currently online along with preventive maintenance proposals. This can be done remotely through a secure communication channel or during a scheduled on-site visit as part of the agreed activities belonging to Teleste Safe or purchased as a separate service.

Notes Regarding Teleste Care

- Inclusion of project specific system issues as part of service contract and their severity will be agreed separately
- Possibility to plan an on-site support visit in advance at a discountable fixed rate (invoiced separately per day + expenses)
- Software upgrades and updates are available for download and work related to update and upgrade is available at discounted rate
- A remote connection to the system is mandatory in order to provide support
- We support the three most recent software production releases* OR the two most recent software production releases + 12 months, whichever occurs first
- We reserve the right to provide a more recent release instead of patches or service packs to a previous release at any time
- We offer 90 days software warranty from shipment date for standard deliveries

* Software release takes place when a major (A) or minor (B) digit changes in version A.B.

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P2P_Teleste Care for Video Security, June 2020

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