

Q:COMPLETE PREMIUM.

comprehensive, professional support plans that complete every sns solution



only from studio network solutions

QUICK FACTS:

- Responsive, comprehensive, one-call, one-source solutions
- 24/7 emergency hotline access to expert SNS engineers
- Unlimited priority email support
- Advance hardware maintenance replacements
- Incentive pricing on extended hardware maintenance
- Peace of mind knowing your investment is fully protected

Increased uptime & productivity

Q:COMPLETE Premium Support provides you with fast, convenient 24/7 access to Studio Network Solutions' expert engineers – professionals who understand the way you work and know the hardware and applications you use.

Plans are designed to enhance every SNS product. Q:COMPLETE Premium offers all-inclusive hardware, software, integration and interoperability coverage for every SNS product – leading to increased uptime, productivity and profitability.

SANmp

EVO

ELLIPSE

**ELLIPSE
ENTERPRISE**

Make Q:COMPLETE Premium a part of your solution. *Ask your reseller for details.*

A/V SAN PRO.

One source. One solution.

Let studio network solutions work for you...

with three flexible plans that will increase productivity and profitability for you and your company:

Q:COMPLETE	PREMIUM	STANDARD	BASIC
Telephone Support Via Primary Line	M-F 7am - 7 pm	M-F 9 am - 6 pm	—
Unlimited Email Support	✓	✓	✓
Email / Phone Response SLA	Within 24 hours M-F	Within 36 hours M-F	Within 48 hours M-F
Emergency Support Via 24/7 Hotline ⁽¹⁾	✓	—	—
SNS On-site Training ⁽²⁾	✓	—	—
SNS On-Site Support (Per day)	50% Day Rate	75% Day Rate	Day Rate
Remote Desktop (Per hour)	50% Remote Rate	75% Remote Rate	Remote Rate
On-line Access to Case History	✓	—	—
Access to On-line Knowledge Base	✓	✓	✓
S/ W Maintenance Upgrades	✓	✓	✓
Notification of Critical Updates /Advisories	✓	✓	✓
Advance H/ W Replacement	✓	—	—
Priority Replacement Shipping	✓	—	—
Standard Replacement Shipping		✓	✓
Hardware Maintenance	1 Year	1 Year	1 Year
One Year Extended Maintenance ⁽³⁾	10% Hardware	12% Hardware	16% Hardware

Visit the SNS Support Portal for FAQs, downloads, knowledge base and more at: www.studionetworksolutions.com/support



Enrollment form required to activate any service plan. SNS Support Engineers provide comprehensive troubleshooting and integration support for hardware and software manufactured or provided by Studio Network Solutions, LLC. Support for third-party hardware or software may be provided only to the failure point. Advance hardware replacement may not be available on third party, custom or special order products. Support plans cannot be mixed. One service agreement must be purchased for each license of SANmp or workstation in your SAN; additional agreements may be prorated. Telephone numbers and operation times may vary and are subject to change. All times and dates based on Central Standard Time/Central Daylight Time zone. (1) Emergency Hotline is available 24/7; callback time is from 0 - 60 minutes. Contact and incident details required at first call to ensure SLA. (2) Installation service is required. Training must be conducted at time of installation. (3) Extended hardware maintenance must be included at time of hardware purchase.



Responsive technical support plans that offer coverage around the clock.
 One source.
 One solution.