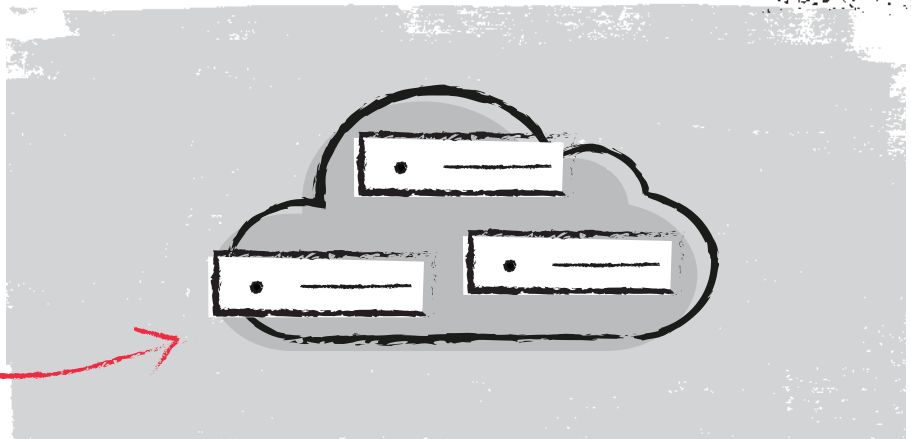


EDGEWARE SERVICE PORTFOLIO	
PROFESSIONAL SERVICES	Network Audit
	Online Monitoring
	System Customization
	Deployment
TRAINING	Edgeware TV System Advanced
	Edgeware TV System Overview
	OTT/IPTV Overview
MAINTENANCE & SUPPORT	Premium
	Basic



24/7 SUPPORT FOR YOUR EDGEWARE TV CDN

Edgeware's Maintenance & Support services give you the best help and assistance should an issue with your Edgeware TV CDN software or hardware arise. With two levels of maintenance and support available, you can choose the level that best fits your needs and business conditions.

WHAT'S INCLUDED

The Maintenance & Support Services offer you assistance covering software and hardware delivered by Edgeware.

A Basic Level service and a Premium Level service are available. Both contain Edgeware on-line service, software fault management, software delivery services, hardware services and service management.

The main differences are within SLA response times, HW services and SW implementation as addressed in the specification section on the next page.

KEY BENEFITS

- ✓ Access to on-line service portal with operations manuals, technical notes, software releases and a trouble ticket database
- ✓ Assistance from Edgeware experts to correct and restore your Edgeware system should a problem occur, including 24/7 assistance for emergency cases
- ✓ Provision and installation of maintenance and minor software releases (depending on service level)
- ✓ Quick delivery of replacement hardware or spare part ensuring minimized service disruptions (time for replacement shipping depending on service level)
- ✓ Continuous monitoring of the service delivery and regular reporting summarized in a service level report

HOW IT WORKS

1. The customer is registered on the on-line portal which serves as entry for all maintenance and support related issues.
2. The on-line portal is the primary source to manage and follow trouble tickets and technical issues.
3. Edgeware engineers follow-up on all reported issues until a satisfactory resolution has been found.

HOW TO DELIVER

The service items of Basic level and Premium level services have different scopes depending on the level chosen. The table below lists the differences in service scope.

MAINTENANCE & SUPPORT - SPECIFICATION

SERVICE	BASIC	PREMIUM
On-line Service		
Access to technical documentation	x	x
Case handling	x	x
SW Support		
SW Fault Management	Acc to Basic SLA table	Acc to Premium SLA table
SW Release Service		
SW Maintenance Release	x	x
SW Minor Release		x
SW Implementation Service		
First Node Implementation		x
HW Support		
Repair & Return	x	
Advanced Replacement		x
Service Management		
Reporting	Quarterly	Monthly

Please contact Edgeware for detailed service descriptions and scope of the Basic level and Premium level service items.

FOR MORE INFO ON RELATED SERVICES, PLEASE SEE:

- [Network Audit Service Data Sheet](#)
- [Online Monitoring Service Data Sheet](#)
- [System Customization Data Sheet](#)
- [Deployment Service Data Sheet](#)
- [Training Services Data Sheet](#)