

ChyronHego Support offerings

updated June 2020

ChyronHego is the leading broadcast graphics technology innovator with over 50 years of serving the industry and a focus on customer centricity. We are proud to offer 24/7 global support, protecting your investment with a **variety of options** to meet your business needs and complexity. Our products are **designed, built and commissioned in house** to deliver your team robust, reliable solutions. After install, our support teams **work closely with your account representatives** and **our in-house development teams** to ensure our clients receive comprehensive, responsive support.

A customer-centric approach

Our support offerings are one pillar of our customer centric approach, which has helped us reach an industry leading NPS score (75). We achieve this through:

- A relentless Focus on Customer Satisfaction, led by a highly skilled internal support team with direct access to product teams for escalation as needed
- Establishing 24x7x365 Follow-the-Sun Customer Support
- Providing dedicated TAM and CS Lead for Key clients
- Training and investing in our team, with a recent 30% Increase in Customer Success Capacity
- Launching self-service tools like the new Chyron Academy for free, full learning or the Chyron Community Portal to track ticket status
- A commitment to our products from design to deployment - for example ensuring upgrades for major releases under year one warranty, even if new hardware is needed

Support types offered at PURCHASE

The support type offered at purchase depends on whether clients select a subscription based offering, or an upfront purchase.

Subscription Support

- Flexible yearly payment

Our comprehensive **subscription support covers bugs, minor and major upgrades and all hardware for the length of the subscription.** This provides an easy, cost-controlled way to ensure your products remain in optimal condition. Customers may choose to enhance their support with the Gold Package, which includes **extended support hours** for help outside of business hours.

Upfront Support

Upfront purchases all include a **One Year Warranty**, which covers bugs, minor and major upgrades, and any hardware parts needed. An optional **Gold Warranty** upgrade for year one provides access to the support teams in extended hours.

At the time of purchase, you may also choose to purchase a **support contract for future years.** With this approach, we agree and **fix annual pricing** for the duration of the support contract, with invoicing over the course of the agreed contract timeframe. The following four support types are offered, in order of increasing comprehensiveness:

- a. Silver Support Contract – **global live support, our support team will provide diagnosis and resolutions during regular business hours via phone, e-mail and chat**
- b. Gold Support contract - as [a], with **extended support hours / days**
- c. Silver Maintenance contract – as [b], including **parts, and bug fixes, minor upgrades**
- d. Gold Maintenance contract – as [c], with **extended support hours/days**

Support options at RENEWAL

Customers at renewal can choose from any of the below options. The custom price quoted will reflect the value of the system and whether a customer has an expired support contract, or needs an entirely new support contract.

| Name | Bug fixes | Minor upgrades | Major upgrade | Normal hours | Extended hours | Parts |
|-----------------------------|-----------|----------------|---------------|--------------|----------------|-------|
| Silver Support Contract | ✗ | ✗ | ✗ | ✓ | ✗ | ✗ |
| Gold Support Contract | ✗ | ✗ | ✗ | ✓ | ✓ | ✗ |
| Silver Maintenance Contract | ✓ | ✓ | ✗ | ✓ | ✗ | ✓ |
| Gold Maintenance Contract | ✓ | ✓ | ✗ | ✓ | ✓ | ✓ |
| Silver Subscription | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Gold Subscription | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Definitions

| | |
|---------------|--|
| Bug | a software error or issue identified after a product has been installed and commissioned |
| Minor upgrade | a “dot release” within the same major version, e.g. PRIME 3.5 to PRIME 3.6 |
| Major upgrade | a “generation upgrade” release with multiple new features, signified by a number increase, e.g. Prime 3.X to Prime 4.X |
| Hardware part | a component as supplied on the original delivery for repairing a machine |
| Priority | any reported issue will be assigned a Priority according to how it impacts the customer’s workflow and/or environment. |
| Support hours | our normal support hours are 8AM ET - 6PM ET [USA] and 9AM -7PM [EMEA] Monday - Friday; outside of that is extended |

Priority Levels

| Level | Description | Response Time | Preferred Communication |
|-------|---|---------------|---|
| P1 | Product is not working at all. Client is off-air | Immediate | Its preferable to call us via phone if the situation is critical to obtain an emergency support technician 24x7x365 |
| P2 | Product is working, but the functionality seriously affects output and performance. | 4 hours | |
| P3 | Product is working and output is fine, but there are significant issues that required workflow workaround that's not sustainable. | 24 hours | |
| P4 | Product is working and output is fine, but there are nice-to-have functionalities that aren't working well | 72 hours | |
| P5 | Product is working and output is fine, but workflow/ functionality improvement can be done | 120 hours | |

Accessing support

We invite you to contact us in case of need either by phone, or by email, or using our chat functionality on the website. All of our first line support team are trained to answer enquiries rapidly, and escalate up to and including the development team if required (including after hours). We are proud of our support offerings and hope that they provide you and your teams with the assistance you need in a rapid and thorough fashion.

Europe, Middle East, Africa

Phone: +44 (0)20 8867 9055

Email: emeasupport@chyronhego.com

Contact Us

Americas, Asia

Phone: +1 631 845 2132

Email: support@chyronhego.com

Additionally, clients may use our ChyronHego Communities service at <http://forum.chyronhego.com/> to search for commonly answered questions, or track the status of a ticket raised.

Exclusions

- ChyronHego's support and warranty is provided based on reasonable usage of systems. Any of the following may void such agreements:
 - a. Installation of additional hardware or software, especially without agreement
 - b. Negligent use of systems
 - c. Lack of valid licenses and payment
 - d. Lack of knowledge of the product
- In addition, acts such as ransomware, virus or hostile attacks, or force majeure events including e.g. floods, fire and other natural acts are not covered by our support. All support is provided solely at the discretion of ChyronHego.

Questions and escalations

Questions may be addressed to your account manager; for escalation please contact our global head of support.