

# TECHNICAL SUPPORT

All of ChyronHego's products come with a six-month or one-year warranty, depending on the product. This warranty provides access to ChyronHego's Customer Success Team during business hours, repair or replacement of defective parts or system, as well as access to software service packs that address software issues.

During the warranty period, customers have the option to purchase an extended support contract, which provides customer 24x7x365 emergency support access.

ChyronHego offers a number of support and maintenance offerings to cater to the specific needs of every customer:

- **Support Contract (SC):**

This agreement gives customers access to ChyronHego's technical support during normal business hours. ChyronHego's Customer Success Team provides diagnostic support and identifies solutions to a customer's request.

- **Extended Support Contract (ESC):**

This agreement gives customers 24x7 access to ChyronHego's Customer Success Team. ChyronHego will provide diagnostic support and identify solutions to customer's requests.

- **Dedicated Support Contract (DSC):**

This agreement assigns a dedicated Success Agent to the customer, who becomes an expert in the customer's systems and configurations. Customers with dedicated agents are not part of the standard call queue resulting in lower time-to-resolution. Furthermore, customers under DSC will receive a proactive, on-site support visit once a quarter to preemptively address any potential risks.

- **Software Maintenance Agreement (SMA):**

The Software Maintenance Agreement provides access to software service packs and software updates within the same major version of the software purchased and assigned to a specific system. The SMA includes ChyronHego's Support Contract (SC), which can be upgraded to ESC or DSC.

- **Hardware Maintenance Agreement (HMA):**

The Hardware Maintenance Agreement provides hardware break/fix services and extended warranty to parts. The HMA includes ChyronHego's Support Contract (SC), which can be upgraded to ESC or DSC.

ChyronHego's new subscription offering includes SMA and HMA as part of the offering, as well as access to software and hardware upgrades as described as part of the offering.

**GO TO NEXT PAGE to View ChyronHego's Support & Maintenance Offerings Chart**

# CHYRONHEGO SUPPORT & MAINTENANCE OFFERINGS



	No Contract	SC	ESC	DSC	SMA	HMA	Subscription Service
Access to online support forums	✓	✓	✓	✓	✓	✓	✓
Access to product knowledge base	✓	✓	✓	✓	✓	✓	✓
Access to support portal	During Warranty Period	✓	✓	✓	✓	✓	✓
Access to remote access diagnostics	During Warranty Period	✓	✓	✓	✓	✓	✓
Local business hours phone/live chat support	During Warranty Period	✓	✓	✓	✓	✓	✓
24x7x365 phone/live chat support	✗	✗	✓	✓	With ESC/DSC Upgrade	With ESC/DSC Upgrade	With ESC/DSC Upgrade
On-site support	✗	✗	✗	As Requested	With ESC/DSC Upgrade	With ESC/DSC Upgrade	With ESC/DSC Upgrade
Dedicated senior support specialist	✗	✗	✗	✓	With DSC Upgrade	With DSC Upgrade	With DSC Upgrade
On-site preemptive maintenance	✗	✗	✗	✓	With DSC Upgrade	With DSC Upgrade	With DSC Upgrade
Access to software service packs	During Warranty Period	✗	✗	✗	✓	✗	✓
Access to software updates, features and patches	✗	✗	✗	✗	✓	✗	✓
Access to major software upgrades	✗	✗	✗	✗	✗	✗	✓
Defective hardware fix/replacement	During Warranty Period	✗	✗	✗	✗	✓	✓
Hardware break/fix services	During Warranty Period	✗	✗	✗	✗	✓	✓
Hardware refresh	✗	✗	✗	✗	✗	✗	✓
Response Times	✗	48 hours or less if contacted during business hours	8 hours or less	4 hours or less	48 hours or less if contacted during business hours	48 hours or less if contacted during business hours	8 hours or less