



# Support Agreement

## For Optimal Performance Of Your Broadcast Equipment

**At WorldCast Systems, we strive to provide our customers with best-in-class support and maintenance services.** To make sure you reap all the benefits of your broadcast investment, you can rely on the WorldCast Systems' Support Agreement program.

The range of services available and with the support of our team of experts, you will benefit from maximum uptime, better performance, and overall improve your Total Cost of Ownership!



Receive personalized assistance, at any moment



Seamless operation of your equipment



Maintain your equipment up-to-date

### Partnering With You Along Your Entire Project

#### Support Plan

Every Support Agreement includes an annual technical support plan that covers an unlimited number of support incidents, diagnosis, troubleshooting, and that provides high priority response time.

#### Software Updates

As part of the Support Agreement, you benefit from the latest software updates which include bug fixes, minor improvements, but also significant new features.

#### Warranty Coverage

Every WorldCast Systems' product comes with a 3-year warranty. The Support Agreement extends the coverage for up to 10 years from the date of purchase.

#### Spare & Loans Unit

When a part is defective, you benefit from a free, immediate & fast delivery of critical spares to minimize downtime. Your spare is not available? Ask for a FREE unit during the repair of your equipment.



**Your  
success  
package**



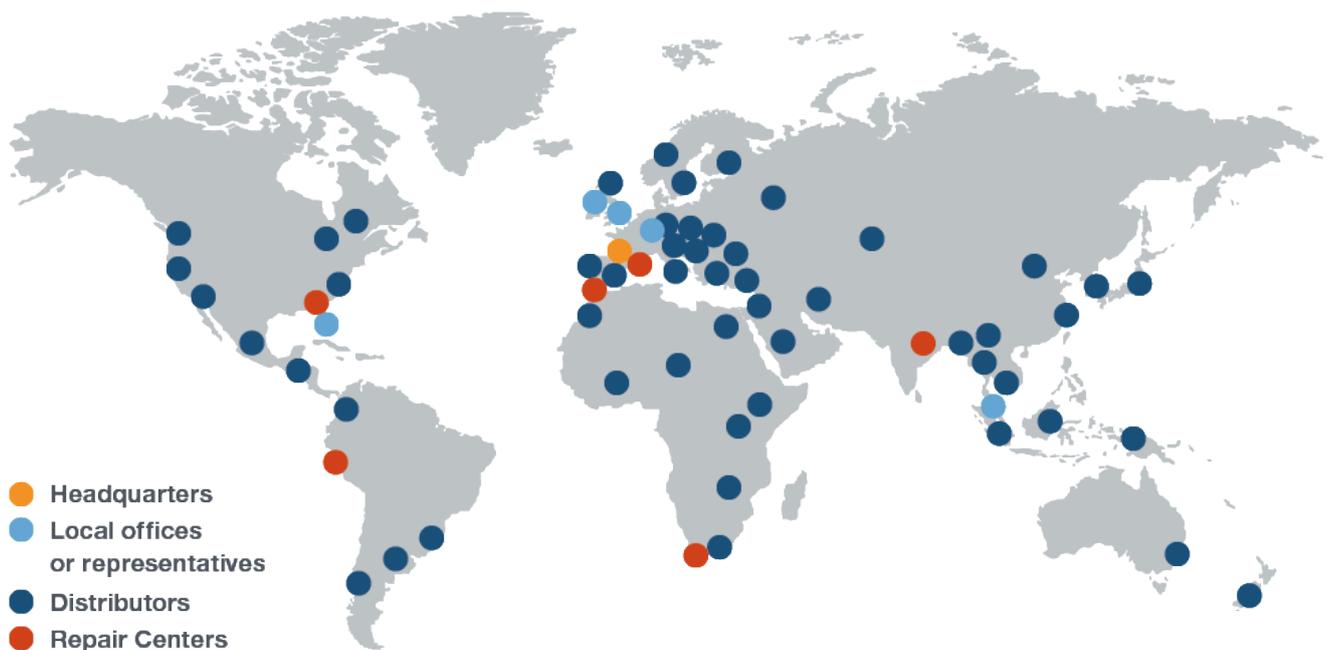
## Scope of Support

WorldCast Systems offers a range of support contracts to ensure the optimal operation of your equipment. The support contract includes technical support with guaranteed response time, maintenance updates, repairs, spares, loans & warranty.

	STANDARD	PREMIUM
Priority level of support	-	YES
General software update	-	YES
Maintenance software update	YES	YES
Real-time traceability of repairs	YES	YES
Repair (Products & labor)	YES	Under 5 days
Spare parts shipment	YES	Under 2 days
Advanced loan service	-	Under 3 days
3-year standard warranty	YES	YES
Annual warranty extension	-	YES
	FREE	COST OPTION

## Global Presence

We have local offices in Europe, Asia and the USA, along with an extensive network of partners worldwide. You can rest assured that you will benefit from efficient and expert support at all times.



### Headquarters

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### Other offices

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