

THOMSON

▶ **VIDEO NETWORKS**

PROFESSIONAL SERVICES

ONECARE SUPPORT

Your Personal Quality Controller and Peace of Mind



Thomson Video Networks has a team of very experienced engineers available to support our customers so they can maximize the potential of their video compression system while reducing daily operational costs.



Why Choose OneCare Support?

The rapidly changing media landscape naturally affects the complexity of video delivery systems. Thomson OneCare Support, which goes hand in hand with state-of-the-art products from Thomson Video Networks, allows broadcasters the following:

- › To keep compression platforms on-air 24/7
- › To maximize performance of compression systems through upgrades and component tuning
- › To reduce running costs by having a team of engineers ready to offer support
- › To reduce the maintenance budget through a component exchange program and by remote assistance

An Experienced Team

Thomson OneCare Support allows access to a team of skilled engineers, with experience delivering first-rate services to the world's largest broadcasters. This specialized team provides essential technical support and long-term maintenance for systems from Thomson Video Networks, while simplifying overall maintenance planning. Thomson Video Networks' experts provide support solutions throughout the system lifecycle. These include system commissioning, professional training, service level agreements and customized maintenance programs. Thanks to the tailor-made aspect of the Thomson OneCare Support, it is easy to create a program that fits the customers' exact requirements.

Core Features of OneCare Support

Three types of Service Level Agreement (SLA) contracts are available:

- › Standard
- › Extended
- › Premium

The customers can opt for an SLA at any time — at the end of a warranty period or as soon as they receive the Thomson Video Networks' solution in order to benefit from added support during the warranty period. SLAs packages contain the following service modules:

- › 24/7 emergency technical support
- › On-line customer support (E-Care)
- › Software updates
- › Software upgrades
- › Advanced parts exchange
- › Remote assistance
- › Equipment repair
- › Comprehensive long-term product support
- › Assigned SLA contract manager
- › On-site support response times as well as on-site critical spare parts specific to your market are proposed as options to OneCare Support.



KEY BENEFITS

OneCare Support provides customers with optimal care, which leads to increased system performance and reduced lifecycle cost with the following advantages:

- › Dedicated service team and experienced support engineers who integrate your operational constraints
- › Operational efficiency optimization by means of system performance updates
- › A continuously enhanced system with the latest upgrades (e.g. video compression performance)
- › Worldwide service centers with Thomson Video Networks sites closed to your operation centers
- › 24/7 technical phone support with a great availability of the Thomson Video Networks technical staff when you need it
- › Efficient advanced spare parts process to increase the on-air time
- › Assigned SLA contract manager, a single point of contact
- › Remote assistance for a quick diagnosis
- › Access to new software releases enabling you to understand and decide about implementation.
- › Thomson E-Care Services: your online customer support
- › Simplified maintenance requirements thanks to a single agreement that covers the complete system and which can be adapted to future growth
- › Customized OneCare Support approach when required
- › Cost-effective SLAs enabling contained running costs for the coming years — necessary in an uncertain economy



A COMPREHENSIVE CUSTOMER SUPPORT PACKAGE



Our professional services team offers a range of comprehensive SLAs for Thomson Video Networks' systems that cover all your support needs, from the basic product support to the highest level of response and uptime.

OneCare STANDARD SLA

Commitment to technical support during business hours + return for reparation

- Hardware (HW) and Software (SW) terms of support: one year to five years.
- Contact center 24 hours/7 days a week; logging of all customer calls and rerouting; during regional business hours the customer can speak to a Thomson Video Networks engineer.
- 9 hours/5 days a week priority technical HW or SW support, response within 4 hours. As part of the problem diagnosis process, the technical support engineers may in some cases remotely access the customer's system (remote assistance service) via a Virtual Private Network (VPN) connection.
- Defective product will be returned to Thomson Video Networks factory. The repaired or replaced product will be returned within 30 days.
- Software updates enabling SW versions to cover bug reparation provide workaround or resolution of problems.

OneCare EXTENDED SLA

Standard + commitment to 24/7 technical support + advanced exchange

- Same services as Standard support plus the following features:
- Shorter response time for 9 hours/5 days priority technical HW & SW support including remote assistance if required, response time within 2 hours.
 - Emergency technical phone support after business hours, response time within 4 hours.
 - Advanced exchange of Thomson products (third party products excluded) shipped from Thomson Video Networks factory within 5 business days.



OneCare PREMIUM SLA

Extended + SLA contract manager, E-Care support + SW upgrades

- Same services as Extended support plus the following features:
- Shorter response time for 9 hours/5 days priority technical HW and SW support including remote assistance if required, response time within 1 hour.
 - Advanced exchange of Thomson Video Networks products shipped from Thomson Video Networks factory within the following business day.
 - Emergency technical phone support after business hours, response time within 2 hours.
 - One software upgrade per year included with this SLA (e.g. compression performance upgrade and component tuning).
 - Appointed SLA contract manager to personally respond to customer requests for information and assistance.
 - E-Care customer support services that allow the customer to resolve issues by logging cases and viewing published solutions.

Thomson OneCare Support covers core Thomson products and Original Equipment Manufacturer (OEM) products. They do not cover third party products.

OneCare First Year Warranty Uplift

Don't wait until the end of your HW or SW warranty to benefit from a Thomson SLA. With warranty uplift your Standard, Extended or Premium SLA begins from day one. First year HW and SW warranty uplift SLAs are OneCare SLAs that are discounted when purchased with a Thomson system, taking into account the included HW and SW contractual warranty period. HW and SW warranty uplift Standard SLAs are one bundle that can't be split.

On-Site Support and On-Site Spares Kit

For those customers who require onsite support, such as permanent human resources or on-site spares, Thomson Video Networks gives the customer the opportunity to add personalized items to the OneCare Support in order to benefit from a tailor-made support.

OneCare Hardware Support	Warranty	Standard	Extended	Premium	Options
Terms of support	1 year	1 to 5 years	1 to 5 years	1 to 5 years	
Contact center 24 hours/7 days – fault logging	√	√	√	√	
Long-term product support	√	√	√	√	
Priority technical phone support during business hours	√	4h	2h	1h	
Return to repair (parts/product and labor); shipping costs included from Thomson Video Networks to customer	30 days	30 days	30 days	30 days	
Advanced exchange of Thomson parts – shipment from factory			5 business days	Next business day	
Emergency technical phone support after business hours			4h	2h	
On-site support					√
On-site spare parts kit					√
Third party product SLAs					√

OneCare Software Support	Warranty	Standard	Extended	Premium	Options
Terms of support	90 days	1 to 5 years	1 to 5 years	1 to 5 years	
Contact center 24 hours/7 days – fault logging	√	√	√	√	
Software updates (corrected versions covering bug repair), provide workaround or resolution	√	√	√	√	
Long-term product support	√	√	√	√	
Priority technical phone support during business hours; remote assistance when needed	√	4h	2h	1h	
Emergency technical phone support after business hours; remote assistance when needed.			4h	2h	
Software upgrades (new SW release offered)				√	
Assigned SLA contract manager and E-Care access				√	
On-site support					√

Warranty Uplift (first year) References

SLA-Up-All-Std	SLA-Up-HW-Exd	SLA-Up-SW-Exd	SLA-Up-HW-Prm	SLA-Up-SW-Prm
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Yearly SLAs References

SLA-HW-Std	SLA-SW-Std	SLA-HW-Exd	SLA-SW-Exd	SLA-HW-Prm	SLA-SW-Prm
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A STRONG COMMITMENT TO CUSTOMER SERVICE

Terms of Contract

Contract covers a period of one to five years and may be renewed any time.

Contact Center 24 hours/7 days

It is possible to call Thomson Video Networks' customer service at any time of the day during the week from any country in the world. There are two international contact centers. One is located in the United States and serves the Americas, the other located in France serves the rest of the world. Your call is logged and can be handled in either the English or French language. A qualified Thomson Video Networks engineer will then return your call within a response time depending on the level of support. At www.thomson-networks.com will find a list of international support center phone numbers as well as information on how to contact regional sales and support offices under the technical-support section.

Priority Technical Phone Support During Business Hours

When a customer with an SLA calls during its regional business hours, he or she can indicate the severity level of the problem. This telephone support employs a call logging and problem tracking system. A Thomson Video Networks support engineer will then call the customer back accordingly within the scope of the agreed timeframe stated in the service contract and will take logistic actions including remote assistance when needed. The response time, depending on the SLA level, is the duration (business hours) between the first customer call to the Thomson Video Networks' contact center and the return call from a support engineer.

Remote Assistance

Thomson Video Networks support engineers are able to provide remote diagnosis and assistance in a number of ways, as long as the system is accessible through the Internet. The preferred method is through a VPN session, which is a secure network connection. If the customer's system comprises the

Thomson XMS network management system, the engineer can monitor and remotely diagnose, repair and adjust configurations on the entire system with one login. Remote assistance is a necessary tool for the customer to benefit from a Software SLA. Thomson understands that customers may prefer — for security reasons — to choose their own remote assistance method, this has to be shared and agreed on with Thomson Video Networks at the signing of the SLA contract.

Return to Repair or Advanced Exchange: An Operational Impact
The spare part volume and the availability of your system will strongly depend on this choice; Thomson Video Networks may help you to decide what solution suits your business.

Return to Repair (Parts, Products & Labor)

In case of a Thomson product failure, Thomson Video Networks will authorize the return and provide the customer with a Return for Material Authorization (RMA) number. The defective product shall be returned with the RMA to the Thomson Video Networks' factory. The factory repair time is 30 days and is defined as the difference between date of defective product receipt at the factory and date of shipment to the customer. To fulfill the 30 day repair time, Thomson Video Networks' may decide to replace the defective product. All shipment costs from Thomson Video Networks' to the customer are included under the SLA (excluding import duty and local taxes related to any import procedures if applicable). Shipping costs from customer sites to Thomson Video Networks' are paid by the customer.

Advanced Exchange of Thomson Parts

With the advanced exchange of parts, our service staff ships directly to the customer a replacement part or module before receiving the defective item. The advanced exchange of parts service is

available for core Thomson products (third party products excluded) supported by a SLA that includes the advanced exchange service. The advanced exchange time is between one and five business days, depending on the level of SLA support. All shipment costs from the Thomson Video Networks factory to the customer site are included in the SLA (excluding import duty and local taxes related to any import procedures if applicable). The customer must return the defective part(s) for repair within 14 days of receipt of a replacement part,

using the packaging and label provided by Thomson Video Networks at the time of the exchange. The advanced exchange shipping service is available five days a week during normal business hours.

Long-Term Product Support

The Long-Term Product Support (LTPS) defines the level of services that Thomson offers customers once the manufacture of a product has been ceased. The LTPS status can be "Current" (still in production), "LTPS" (end of production but services can be offered) or "EOS" end of services, thus services are no longer offered). The LTPS status of a given Thomson product can be requested to our international contact center. During the last year of an LTPS, Thomson provides support at a reasonable level and after this stage, the product is given an end-of-service designation, which means Thomson Video Networks can no longer guarantee parts availability, software compatibility, or technical support except for customers still under SLAs.



Emergency Technical Phone Support After Business Hours

After business hours, support is available for critical defects (See the critical and major defects definition inside the Thomson general terms and conditions policy). The customer's call is routed to a qualified Thomson Video Networks support engineer who will take the first actions to solve the issue including remote assistance if needed.

Assigned SLA Contract Manager

The responsibility of SLA contract manager is to ensure that all required resources are available to the customer so as to benefit from fast and efficient resolution to queries, support calls, delivery as described under the terms of the contract. The SLA contract manager performs the following actions: periodically monitors the customer's system; tracks maintenance actions, incidents, calls and new cases posted thanks to the E-Care access; interfaces with other Thomson specialists (product managers, R&D...) for appropriate responses; assists the customer by responding personally to requests for information and assistance; upon request, proposes changes or modifications of system equipment and software.

E-Care Services Access

This is a Thomson Video Networks web portal support access to log and track customer issues. Once the customer request is posted, he or she will immediately receive a tracking number. Then in real-time the customer is notified of any updates relative to the particular case, and has the ability to interact with Thomson support teams, all without picking up the phone or sending additional emails. With a Premium SLA, the assigned Thomson SLA contract manager will be notified and will intervene on behalf of the customer using the customer's online data.

Software Updates

The definition of SW updates is the following:

- › It corresponds to a patched version of the software release already installed within the customer's compression system.
- › It aims to provide a fix or work-around solution for any critical or major defects that could be encountered during the warranty period or during any SLA covered period.
- › SW updates will be made available to the customers through the Thomson customer support team. Installation of the SW can be done either by the customer or through remote assistance.
- › If a SW update does not resolve a specific critical or major defect, it is at Thomson Video Networks' sole discretion to determine if an upgrade (see definition below) is the best course of action. This is decided on a case by case basis.

Software Upgrades

The definition of SW upgrades is the following:

- › It corresponds to a new software release that is different and more recent than the one that is currently installed.
- › Frequently, a new software release provides new features for Thomson products as well as advanced compression performance, all available through software upgrades on the corresponding products.
- › There are two types of new features: those available through a dedicated software option and those available through a new free-of-charge software release.

With a Premium SLA, Thomson Video Networks offers the following software upgrades:

- › The upgrade applies to the Thomson product list, which is established at the signing of the SLA or renewed during an extension.
- › A maximum of one upgrade per year covering a maximum of three software releases at one time.
- › The software upgrade offer includes a new free-of-charge software release; the customer validates the proposed upgrade procedure and validates the on-site quote. Software upgrade only takes place if the customer agrees.

- › Software upgrade does not cover hardware modification or new hardware on the existing platform, software options made available through a new software release, travel and lodging fees and on-site time for the Thomson engineers who perform the on-site upgrade; these services are quoted separately.

On-Site Support (Option)

If an issue cannot be resolved using remote assistance, Thomson Video Networks can provide on-site assistance. On-site support can be customized with a predefined number of days at an agreed rate and response time within a custom service contract. Travel and lodging costs are billable separately. This service option can also be used for general scheduled maintenance visits to assist the customer's local engineers with specific tasks, onsite upgrades, or emergency support.

On-Site Spare Kit (Option)

To enable fast and efficient repair of critical hardware both during and out of normal working hours, Thomson Video Networks proposes a set of critical spares to be utilized immediately by the customer's staff. While we believe our products are among the most resilient in the world, and we work with our customers to build redundant systems, it is always a good practice to protect your revenue with on-site spares. Our service engineers will design a list of recommended critical spares related to your configuration.

Third Party Product SLA (Option)

Whereas our OneCare Support does not cover third party products, upon request, it is possible to include them as an option to our OneCare Support.



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