

videoNEXT PROTECT MAINTENANCE PLANS

Get enhanced warranty program covering surveillance hardware and software products

To protect against damaged or malfunctioning equipment, most manufacturers provide a warranty program and warranty period. videoNEXT Protect provides you with protection and services beyond most manufacturers' warranties, ensuring complete satisfaction and proper support for your mission-critical infrastructure.

Plans include:

- Trouble ticket system
- Unlimited telephone support
- "Spare-in-the-air" replacement parts
- Software updates & new releases
- Field engineers

Platinum Support Plan

- 24 hours a day
- 7 days a week
- 4 hour response
- Unlimited telephone support
- Spare-in-the-air for all components

Gold Support Plan

- 12 hours a day
- 5 days a week
- 4 hour response
- Unlimited telephone support
- Spare-in-the-air for base components

Silver Support Plan

- 8 hours a day
- 5 days a week
- 6 hour response
- Unlimited telephone support
- Spare-in-the-air for base components

Bronze Support Plan

- 8 hours a day
- 5 days a week
- 4 hour response
- Next day response
- Unlimited telephone support



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Vienna, Virginia 22182
703.903.0227 main ■ 703.749.5326 fax
sales@videonext.com
www.videonext.com

TECHNICAL SUPPORT

Technical support is available 24x7 via phone, fax, email, or videoconference

The videoNEXT Technical Support Center (TSC) provides technical support services for videoNEXT products and technologies.

For most questions during standard business hours, email is the easiest way to obtain the help that you need. For urgent situations when you need to speak with an engineer immediately, you can call the Technical Support Center directly. You can also use an H.323-compliant videoconference system, such as Microsoft NetMeeting or Polycom, to contact us during normal business hours.

Telephone Support

Toll-Free (7 days, 24 hours)	877.838.4336
Local DC Metro (Weekdays, 8 a.m. – 5 p.m. EST)	703.442.9012
Fax	703.749.5326

Email Support

Weekdays, 8 a.m. – 5 p.m. support@videonext.com

H.323 Videoconference

Weekdays, 8 a.m. – 5 p.m. 207.207.189.66



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