

Service Level Agreements

PROFESSIONAL TRANSMISSION SERVICES

Our professional services organization provides the expertise you need to fully leverage the power of your transmission network solutions



A tailored approach to service provision

Our technical experts provide support solutions throughout the system lifecycle from system commissioning, professional training and education courses, through to full-outsourced technical maintenance programs, to ensure optimal system performance and maximize uptime.

Comprehensive Service agreements

We offer a range of comprehensive service level agreements (SLAs) for your Thomson Broadcast products. With a large selection of packages available, it's easy to create a support program that fits your operational requirements, your technical staff and your budget. Leveraging on our team of experienced specialist support engineers, our SLAs can be customized to meet your specific needs.

Core features of our standard SLAs

As well as tailored services, we also offer packaged standard product SLAs:

- Premium
- Premium Plus
- Advanced Services

These packages contain varying levels of standard service modules offered within each, including services such as:

- 24/7 emergency technical support
- Software updates
- Advanced exchange of parts
- Equipment repair
- On-site support

Please see the next page for detailed information on each of these types of agreements. Under our tailored customer support agreements we aim to meet the exact needs of your business. This may be heightened response times, or additional services such as: remote monitoring, assigned SLA manager, on-site critical spares, third-party support management and many other services specific for your market.

What are the benefits of SLAs?

Service agreements can benefit your business in a number of ways including:

- Optimizing your investment and increasing operational efficiency by reducing downtime
- Continuously updating your system with the latest software updates
- Simplifying your maintenance requirements via a single agreement that covers your transmitter and/or your antenna
- Predicting your budget in advance by fixing the maintenance costs for the forthcoming years, which is paramount in an uncertain economic market

KEY FEATURES

- Experienced support engineers
- Flexible, scalable maintenance programs
- 24/7 technical phone support
- Worldwide field service team
- Best return on Investment
- Access to software releases
- System expertise
- Optimized broadcasting availability
- Remote network assistance



AVAILABLE SERVICE LEVEL AGREEMENTS

Our professional services team offers a range of comprehensive SLAs for your Thomson Broadcast product or system that can cover all your support needs from basic low-cost product repair support to the highest level of response and uptime for a complete system.

- **Premium:** 9x5 technical phone support, equipment repair, software update and remote diagnosis
- **Premium Plus:** Premium + 24x7 technical phone support and advanced exchange of parts
- **Advanced Services:** Premium plus + on-site support and critical on site spare kit

SLA TYPE	WARRANTY	PREMIUM	PREMIUM PLUS	ADVANCED SERVICES
Term of support	1 to 2 years		EXTENDED	
9 x 5 Technical phone support	■	■	■	■
Equipment repair	■	■	■	■
24 x 7 Technical phone support			■	■
Software update - bug repair for current versions	■	■	■	■
Remote diagnosis		■	■	■
Advance exchange of parts		OPTION	■	■
On-site support			OPTION	■
Critical on-site spare kit				■

SERVICE LEVEL AGREEMENT OPTIONS

These options can either be added to the SLA offer or purchased separately.

- Software upgrade
- Training
- Preventive maintenance visits
- Assigned SLA manager
- Dedicated hotline services

Multi-year coverage

Our contracts can be signed for a period of one to three years and can be renewed at any time. Depending on the product, longer support coverage is also possible. Please contact your sales representative.

9 x 5 technical phone support business hours

The SLA customer's engineer can contact the technical phone support during business hours (9:00 CET to 6:00 CET , GMT+1). This telephone support employs a call logging and problem tracking system. A technical support engineer from Thomson Broadcast will call back accordingly within four hours. The technical support engineer will then coordinate the technical support and/or logistic actions if needed.

24 x 7 Emergency Technical phone support

Critical to the operation of supporting the system is the ability of the customer to call upon highly experienced and qualified engineers outside business hours (9:00 CET to 6:00 CET, GMT+1, 9x5). Outside normal working hours, for critical and major issues, your call is answered within two hours, by a qualified on-call technical support engineer who gives an acknowledgement and takes first actions to clarify your request. If rectification cannot be solved via phone support alone, alternative actions will be taken.

SEVERITY LEVEL	USE WHEN
■ CRITICAL	The system is off air or impaired to the extent that it is unusable
■ MAJOR	Essential functions of the system are degraded or operations are severely impacted
■ MINOR/ TECHNICAL REQUEST	Operation is minimally impacted. Technical query, configuration or enhancement request

Equipment repair

Global repair service operation provides, included within the service, factory repair labor and hardware. Parts requiring factory repair are sent to the factory to be repaired under 'clean room' conditions. Once repaired and before shipment, the product or part is tested again with the same procedure as during manufacturing. If needed Thomson Broadcast may decide to replace the defective product to fulfill the overall repair lead-time. All shipping costs from Thomson Broadcast to the Customer site are included within the SLA (Excluding import duty and local taxes related to the import procedures). The average overall repair lead-time is one month, from the day the product arrives at Thomson Broadcast premises until it is shipped out.

Advance exchange of parts

When availability and timely delivery is critical, Thomson Broadcast realizes that your product and systems cannot be inoperative for extended periods of time. With the advanced exchange of parts service, our service staff ships you directly a replacement part or module BEFORE we receive your defective piece.

Thomson Broadcast will recommend a set of critical parts to be under the advanced exchange policy.

The recommended spare-part pack can be adjusted by your team either by increasing or decreasing the spare-part content prior to the start of the contract. All shipping costs of items sent from Thomson Broadcast to the Customer site are included within the SLA (excluding import duty and local taxes related to the importation procedures).

Remote diagnosis

Thomson Broadcast has a Web server solution, which is one of the most advanced platforms for monitoring and controlling equipment to date. Providing full view functionality, the system allows the operators to view the status of the deployed system at any time. To further improve the response time for diagnostics and fault resolution, the system has been designed to allow Thomson Broadcast engineers to connect to customer's IT network and to provide remote diagnostics directly to the local control and command equipment. This feature is used today by many Thomson Broadcast SLA customers who operate time-critical systems which require fast diagnostics and maximum uptime.

Software updates and upgrades

Our products and systems include, embedded software, which from time to time will be subject either to general or specific periodic development to provide enhanced features (software upgrades) and bug fixes (software update). Under the Thomson Broadcast SLA, you will have access, free of charge, to all software updates within the deployed software release of the purchased platform. The software supplied by Thomson Broadcast is fully tested by a dedicated R&D team of software engineers.

Software update (only for versions covering bug fixes)

Under your SLA, you will receive software Updates critical to resolve inherent software bugs or technical issues at no charge during the term of the agreement.

OPTION: Software upgrades (new versions with new functionalities)

Software upgrades (feature releases) as well as on-site deployments can be quoted on request or could be included into a prepaid yearly fee for custom SLA contracts. Such software upgrades provide important release information, new versions and new functionalities as well as installation instructions. Software upgrades do not include any hardware changes.

On-site support

In case a problem cannot be rectified by your staff, with the assistance of Thomson Broadcast technical telephone support and/or by means of Remote Diagnosis, Thomson Broadcast can provide on-site assistance. This service can also be used for general scheduled maintenance visits to assist your local engineers with general support tasks, upgrades, or emergency support.

On-site support can also be customized with a predefined number of days at the agreed rate and response time described within the service contract. Travel and expenses are chargeable to the client. The customer will supply a complete set of test and measurement equipment to be listed according to the on-site requirement

SLA FEATURES

On-site support response time commitment - optional

Depending on the type of SLA, countries and products and for critical cases only, Thomson Broadcast makes a commitment to send a service engineer at your site within a certain period of time according to agreed timeframes. Response time commitments are subject to official authorizations, flight availability and road traffic.

Critical on-site spare kit

"Even with the best logistics in the world, reception of a critical part from a remote depot within one hour is simply unrealistic."

To enable the fast and efficient repair of critical hardware faults both during and out of working hours, Thomson Broadcast will propose a set of critical spares available at the customer premises to be utilized immediately by the client's staff. While the system has been designed with inbuilt redundancy and resilience, it is always wise to ensure that your revenue generating system has the highest availability to maximize profits and reduce costs.

Our service engineers will design a list of recommended critical spares related to your configuration. These critical spares will provide your infrastructure with the highest hardware resilience possible. The recommended spares pack can be adjusted by your team to either increase or decrease the content as seen first prior to the start of the contract.

OPTION: Training

Experienced Thomson Broadcast international trainers provide tailored training services for your internal staff for day-to-day operation and maintenance of your system. Also available are generic courses on the latest generation of technologies at the Thomson Broadcast premises (lodging and expenses chargeable to the customer) or at the client's premises at client's expenses. In addition to standard equipment sessions, generic training courses can include:

- Training on Thomson Radio and TV equipment commissioning, operations, corrective and preventive maintenance
- Training on TV coverage studies and antenna system calculations
- Training on digital TV standards
- Training on measurement for analog and digital TV systems
- Customized training

OPTION: Preventive maintenance visits

Through a preventive maintenance visit, a general status of Thomson TV transmitter system is proposed. Actions for preventive maintenance are then defined from Thomson Broadcast expertise and Buyer specific requirements:

- Visit for preventive maintenance definition
- Evaluation of necessary action to refurbish the station
- Evaluation and quote of necessary spare parts
- Upgrade of TV transmitter with maintenance facilities (SNMP, Web server)
- Upgrade feasibility from analog to digital

The Buyer will supply a complete set of test & measurement equipment to be listed according to the on-site requirement. Each chargeable day covers a single transmission site limited to a maximum of 3 dual-drive transmitters.

OPTION: Assigned SLA manager

To facilitate swift operation of the contract, a dedicated SLA contract manager can be assigned. The SLA manager's responsibility is to ensure that all required resources are available for you in order to find fast and efficient resolution to queries, support calls, delivery and other general requirements described under the terms of the contract. The SLA contract manager will also manage the relationship with your service manager and be the initial point of contact for escalation in the event that the required service is outside of expected and contractually agreed parameters. He will work with the customer management staff to bring together the respective Thomson Broadcast specialists when required, for review meetings and general information.

The SLA contract manager usually performs the following actions:

- Constantly keeps track of the customer system,
- Compiles a client records file of maintenance actions, incidents, calls, supports, reporting with status report to prepare and support on-site visits,
- Interfaces with other Thomson Broadcast experts (Product Managers, R&D Team, Manufacturing and Quality Departments...) for appropriate responses,
- Assists the customer's representative by responding to requests for information, advice of assistance, in accordance with the priority criteria,
- On request, makes proposals for changes or modifications to equipment and software in the system,
- First point of escalation for delivery performance

OPTION: Dedicated hotline services

A specific hotline number is assigned for any 24x7 call. A dedicated team composed of trained engineers has specific knowledges of client transmission networks and associated Thomson equipment. For critical failures, Thomson Broadcast will provide technical phone support response within two hours. Critical failures means breakdown of the gear under guarantee where the failure causes complete loss of services or unacceptable degradation of service for which there is no workaround or redundancy. Thomson Broadcast will log all calls made and will provide a documented log resolution report.

ORDERING INFORMATION

Please contact your authorized Thomson Broadcast representative.



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