



# Customer Support for Digital Signage Solutions

Helping our customers optimize their use of digital signage products and solutions is at the core of our Digital Signage Customer Support Contracts.

Support Agreements give customers access to knowledge and global expertise. Paid support contracts expand self-service capabilities with capabilities to manage troubleshooting via trouble ticket systems, phone support, SLA commitments, training, and more.

The chart below reflects the support contracts available for enterprise devices.

Features	Bronze	Silver	Gold
Access to knowledge base, documentation and FAQs	✓	✓	✓
Access to Software Maintenance Releases	✓	✓	✓
Access to Trouble Ticket System	✓	✓	✓
Business Hours Support (8x5)	✓	✓	✓
Response / Fix SLA Commitment (refer to resoins / fix tables)		✓	✓
Access to Phone Support Hotline (business hours)		✓	✓
Access to 24x7 Support Hotline			✓
Designated Account Manager			✓
Customer Success Training (8 hr max per year) **		✓	✓
Customized Software / Engineering time 15% discount (max \$5k/year)		✓	✓
Support for Customized Software	no	Subj. to Quote	Subj. to Quote

\*\* Hours do not accumulate and will be lost if they are not used during the year.

The Zendesk trouble ticket system is used for reporting and managing errors. The extent of support and maintenance vary depending on the solution and products delivered. High-level support level overview for Silver and Gold Tiers is outlined in Table 2. Additional information and documentation, such as Software Support and Maintenance Agreement, is available upon request.

Severity of Reported Issue	Silver		Gold	
	Response	Fix	Response	Fix
1 – Critical	8 hours	1 week	2 hours	2 days
2 – High	1 day	1 month	4 hours	1 week
3 – Medium	-	-	1 day	-
4 – Low	-	-	2 days	-

# Amino Support Levels

The severity levels are defined as follows:

**Critical** – Produces an emergency situation in which the covered systems are inoperable, and affects at least 100 subscribers or 10% of the site, whichever is greater.

**High** – Produces a detrimental situation in which performance (throughput or response) of the covered systems degrades substantially under reasonable loads, such that there is a severe impact on use; the covered systems are usable, but materially incomplete; one or more mainline functions or commands is inoperable; or the use is otherwise materially impacted and affects at least 50 subscribers or 5% of the site, whichever is greater.

**Medium** – Produces an inconvenient situation in which the covered systems are usable, but do not provide a function in the most convenient or expeditious manner and the user suffers little or no significant impact or the problem affects less than 1% of the site.

**Low** – Produces a noticeable situation in which the use is affected in some way which is reasonably correctable by a documentation change or by a future, regular software release.

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