



Entone Entourage™ Software Maintenance and Support Services

Entone offers two basic levels of software maintenance and support services:

- Entourage Standard
- Entourage Premier

Entourage Standard

Entone Entourage Standard Service is geared for smaller deployments and/or operators with the in-house skills and resources to perform routine diagnostic and integration activities for their end-to-end IPTV system. All Entone customers have access to the Entourage support portal and periodic software maintenance releases. Features of the Entourage support portal include:

- **Knowledge Base and FAQ:** Online knowledge base is a resource where customers can find answers to the most frequently asked questions specific to Entone's products.
- **Documentation Repository:** Online repository of helpful documentation specific to Entone products, such as product manuals, accessory manuals, specification sheets, software installation guides, etc.
- **Technical Ticketing System:** System where registered users can post technical questions, feature requests, or trouble reports. Also includes the ability to create, query and monitor ticket status.
- **Email Support:** Ability to submit inquiries and trouble reports to the Entone maintenance and support organization via email.

Periodic maintenance releases of Entone's software will be made available to all customers and may come from Entone directly or through our ecosystem partners.

Entourage Premier

Entone Entourage Premier Service is designed for larger deployments and/or operators who prefer to leverage Entone's support organization for diagnostic and integration activities related to Entone's products.

Entourage Premier customers receive all the benefits of the Standard Service, as well as the following:

- **Phone Support:** Ability to submit inquiries and trouble reports to the Entone maintenance and support organization by phone.

- **Dedicated Support Personnel:** Entourage Premier customers have a support engineer assigned to your account.
- **Software Upgrade & Training Support:** Remote assistance on software upgrades and webinar training sessions on new feature releases.
- **Custom Diagnostics, Integration & Problem Resolution:** Beyond periodic maintenance releases, Entone works closely with our Entourage Premier customers on a priority basis to diagnose system issues, support the integration of new ecosystem releases, resolve end-to-end system issues, and other activities that effectively make Entone's maintenance and support personnel part of your team.
- **On-Site Support:** When you need it most, we will send a support staff to your location to help diagnose and troubleshoot issues or assist in system integration activities. The Entourage Premier Service includes one (1) week of on-site support per year. Additional site visits are discounted at 50% off the Standard Service rate.
- **Eligibility for Beta Programs:** As a Premier customer, you are eligible to participate in our Beta Programs to access new products and services in advance of general availability.

For more information or to sign up for an Entone Entourage Service, please contact an Entone Sales Representative.

Entone Entourage Services At-A-Glance

	Standard	Premier
Annual Cost	No Cost	Contact an Entone Sales Representative to discuss pricing options.
Software Maintenance Releases	✓	✓
Knowledge Base & FAQ Access	✓	✓
Technical Ticket Access	✓	✓
Documentation Repository	✓	✓
Email Support	✓	✓
Phone Support	Per Incident *	✓
Dedicated Support Personnel	-	✓
Software Upgrade Support	-	✓
Software Upgrade Training (Web)	-	✓
Custom Diagnostics, Integration & Problem Resolution	-	✓**
On-site Support	-	1 week per year included; 50% discount on additional site visits
Eligible for Beta Programs	-	✓

* Phone support is charged on a per-call basis.

** Customer specific fixes are provided at the discretion of Entone.

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