

# QuickLink

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## Service Description

Version 1.2.1

# Summary

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QuickLink supply over 800 companies with award-winning software and hardware solutions for video and audio contribution.

QuickLink helps broadcasters, production companies, sport organizations and corporates obtain professional guest contributions with a powerful, efficient, easy-to-use, management platform.

Since being established in 2003, QuickLink are proud to have received a number of industry and global awards, including an Emmy® Award for Technology & Engineering and a Queen's Award for Enterprise in Innovation

# Security

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QuickLink are responsible for the security of the solutions and shall be responsible with their partners, for the provision of technical expertise, knowledge and resources to assist any customer when needed under an active service contract.

# QuickLink Solutions

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QuickLink solutions are deployed globally and based on highly reliable hardware and software.

The solutions use a durable technology platform with full stream encryption to ensure the highest level of data security and integrity is delivered.

By partnering with leading companies (such as Microsoft and Panasonic), we ensure that the skills and technologies used match and exceed your expectations of what the QuickLink solutions can offer.

## QuickLink Service

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QuickLink partners, where required, can provide first line of support to their customers with training being available from QuickLink.

First line interaction from QuickLink will follow the existing process depending on if an active contract is in place. Where the customer is new, QuickLink will set-out its standard Support Contract terms and charging structure at the customer proposal and contract stage.

# QuickLink Subscriptions

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For some of the QuickLink products, we may provide you with an option to automatically renew the Product license or subscription. If you elect to automatic renewal, each renewal term for the Products will be equal in duration to the initial term for such products. At any time during a renewal term, you may elect to now renew the product license or subscription for the forthcoming renewal term.

# Software Maintenance Agreement

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QuickLink will provide assistance by telephone or electronic mail for the covered solution detailed in the SLA Certificate with all related software upgrades released by QuickLink. This support includes QuickLink software licensing, remote assistance with installation, launch, configuration, trouble shooting and recover (except for data recovery) including interpreting system error message and determining when hardware repairs are required.

If the Software Maintenance Agreement has been allowed to lapse, we reserve the right to charge for any lapse period at reactivation.

The Software Plan does not cover:

- ▶ Faults/problems associated to the network and communications connected to the covered systems.
- ▶ Issues that could be resolved by upgrading the Software to the current version if the customer chooses not to upgrade.
- ▶ Where the customer uses or modifies the system in a manner which it is not intended to be used or modified.
- ▶ Third party products or their effects on the covered systems.
- ▶ Recovery or replacement of any data or software stored on the covered systems.

# Hardware Maintenance Agreement

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QuickLink undertakes to provide a replacement server and provide a return to base service to the installed servers depending on the level of SLA taken by the customer.

On return to base, QuickLink will undertake to repair or, at its option, replace the covered equipment subject to the conditions in this section. QuickLink shall determine eligibility for repair or replacement service after completion of initial analysis of the fault.

The Hardware Plan does not cover:

- ▶ Installation or removal of the Covered Equipment.
- ▶ Damage due to accident, abuse, neglect, misuse (including faulty installation, repair or maintenance by anyone other than QuickLink) unauthorized modification, improper environment (including lack of proper temperature or humidity) unusual physical or electrical stress or interference, failure of fluctuation or electrical power, lightning, static electricity, fire or acts of god.
- ▶ Any equipment with a serial number that has been altered or removed.
- ▶ Issues caused by a device that is not the covered equipment, including equipment that is not the QuickLink brand.
- ▶ Recovery or replacement of any data or software stored on the covered equipment.

# SLA Options

	Warranty	Premium	Elite
	Free	Optional	Optional
Hardware Warranty	1st Year	✓	✓
Extended Hardware Warranty		✓	✓
Software Updates		✓	✓
Email Support		Queue-based	Prompt (Queue Priority)
Priority Hardware Repair		✓	✓
Customer Support Services Hours		09:00 - 17:00	24/7
System Hardware Health Check			✓
First phone call response time		Queue-based	Prompt (Queue Priority)
Advanced Hardware Replacement			✓
Number of Cases		Unlimited	Unlimited
Access to Knowledge Base	✓	✓	✓
Access to Training Tools & University		✓	✓
Training			Remote Training

For more in-depth information, please refer to the QuickLink Terms and Conditions.

# Initial Warranty

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Physical products are protected from defects in workmanship and materials under normal use and conditions for one year from the original invoice date QuickLink agrees at its option during the warranty period to repair any defect in material or workmanship or to replace products of equal value in exchange without charge. Such repair or replacement is subject to proper product registration verification of the defect or malfunction and proof of purchase as confirmed by the original sales order.

# Advanced Replacement

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Reduce downtime by receiving a factory-reconditioned replacement product in advance of returning your initial product for repair. QuickLink will ship an advanced replacement to you within 2 business days.

# Billing and Invoicing

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## **Setup Charges**

QuickLink will provide assistance for the set up and commissioning of the solutions.

If training of the solution is required, a further cost will be incurred.

Service contract will be charged at a cost depending on the solutions purchased and level of support required (as agreed in the support service schedule)

Purchase costs should be payable in advance or in 30 days where agreed. Service costs are payable in advance.

# QuickLink Training

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## **QuickLink University**

The QuickLink University allows you to learn, develop and progress through online learning tools and resources. The Introduction Courses and participant official certification for your corporation are included as standard within your QuickLink contract.

# QuickLink Hardware Health Check

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Included as part of your Elite annual service contact, QuickLink's Hardware Health Check is offered mid-way through your QuickLink service contract.

During the Preventative Maintenance Program time slot, a QuickLink engineer will run a health check on your QuickLink hardware and provide a report. These tasks include:


- ▶ System health check
- ▶ Testing of network
- ▶ Viewing, identifying and fixing any critical errors in event logs
- ▶ Stress test on CPU
- ▶ Memory test
- ▶ Check on registry
- ▶ Ensure all software and operating system is up-to-date

To book in your complimentary Preventative Maintenance Program, please contact the QuickLink Support team by emailing [support@quicklink.tv](mailto:support@quicklink.tv).

# Contact

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 1-(551)-587-7692



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[quicklink.tv](http://quicklink.tv)

