

Mediasite Customer Care Plans

	STANDARD	ENHANCED
24/7 MEDIASITE CUSTOMER CARE PORTAL		
Mediasite New Release and Hotfix Downloads: Available for any products under active Customer Care. (Does not include installation and configuration services.)	✓	✓
Online Case Submission, Support Updates and Status Tracking	✓	✓
Searchable Knowledge Base, Mediasite Release Notes, Documentation and Technical Planners	✓	✓
Mediasite U Video Tutorials	✓	✓
Customer Care Contract Details and Status	✓	✓
CUSTOMER		
Unlimited Online Support Cases and Technical Phone Support During Standard Business Hours	✓	✓
Support Case Prioritization Over Non-Customer Care Clients	✓	✓
Emergency 24/7 Phone Support: Available through the U.S. office, excluding December 24, 25, 31 and January 1.	✓	✓
Recorder Advanced Exchange: If a recorder fails, a replacement will be shipped to you overnight so that you are operational as soon as possible. For customers outside of the U.S., replacement units are sent via International Priority, and delivery time is subject to local import and customs processes.	✓	✓
Enhanced Support Case Prioritization Over Standard Customer Care Clients		✓
MEDIASITE VERSION MANAGEMENT & PROFESSIONAL SERVICES		
Proactive Notification of Mediasite Upgrades, Features and Updates	✓	✓
Upgrade Planning Assistance: Conference call with a Customer Care technician to discuss and plan for your self-hosted or Mediasite Video Cloud upgrade. (Does not include remote or onsite upgrade installation.)	✓	✓
Mediasite Video Cloud Upgrades: Remote upgrades of Mediasite Video Cloud during a prescheduled maintenance window.	✓	✓
Mediasite Video Platform Upgrades*: Up to four remote upgrades of your self-hosted Mediasite Video Platform server. In-place upgrades must be within the same version family (e.g. 7.0.30 to 7.2.1, 7.2.1 to 7.2.2) without any server or infrastructure changes.	Optional add-on	
Mediasite Video Platform Migration to New Server*: Remote migration services to assist with moving the Mediasite Video Platform Application to new servers (e.g., moving from Server 2012 to Server 2016).	Optional add-on	
On-Site Mediasite Professional Services: On-site visit from one of our technical engineers to assist with installations, upgrades, migrations, on-boarding and training.	Optional add-on	Optional add-on

*Enhanced Customer Care is only available to customers using the Mediasite Video Cloud service