



SkyStream Networks offers comprehensive support and a full array of services to help customers maximize the use of their SkyStream networking solutions. Our SkySupport program and comprehensive installation and training services ensure seamless integration of SkyStream systems and the highly available operations that customers require.

SkySupport is a multi-faceted customer service plan, offered on a per-unit basis and renewed annually, that provides priority wraparound support to direct SkyStream customers. Whether by phone, e-mail or special delivery, the emphasis is on rapid response and proactive service, around the clock and around the world.

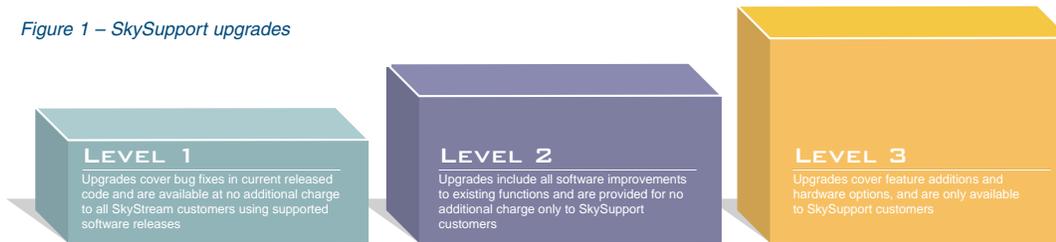
Our customers require rapid resolution to critical issues. SkyStream's escalation process ensures that customer issues are resolved promptly.

**HIGHLIGHTS**

- Maximize the value of your broadband/broadcast network investments
- 24 x 7 phone support and Remote Diagnostic Services
- Priority replacement of hardware and distribution of maintenance software upgrades
- Onsite integration services
- Onsite familiarization training and classes for operations/engineering personnel
- Priority listing on Critical Problem Resolution (CPR)
- Different levels of support offerings to fit your solution

	SkySupport Gold	SkySupport	Enhanced Warranty
Immediate Replacement	●		
24 hours a day x7 days a week x 365 days	●	●	
9AM-5PM Pacific Standard Time (PST) Phone Support	●	●	●
Remote Diagnostics Service & Escalation Management	●	●	
Online Library	●	●	●
Priority Distribution on Level 1 Upgrades	●	●	●
Priority Distribution on Level 2 Upgrades	●	●	
Priority Distribution on Level 3 Upgrades	●		

Figure 1 – SkySupport upgrades



### AT YOUR CALL

SkySupport puts SkyStream personnel at your service. SkySupport customers enjoy 24 x 7 telephone support for uplink products, with real-time contact guaranteed within 30 seconds. Phone support for downlink products is available during business hours. Typical response is under 10 minutes. Timely response to email inquiries is also guaranteed.

### IMMEDIATE PARTS REPLACEMENT

SkySupport Gold customers also gain priority replacement of hardware parts. SkySupport's advance parts replacement program guarantees that replacement parts are shipped to customers the same or next business day for overnight delivery.

### REMOTE DIAGNOSTIC SERVICE & ESCALATION MANAGEMENT

SkyStream's Remote Diagnostic Service (RDS) enables SkyStream personnel to remotely observe configurations and analyze traffic patterns at customer sites and provide rapid feedback to resolve problems.

### ONLINE LIBRARY

In addition, SkySupport customers gain full access to SkyStream's web-based product documentation library, including manuals, user guides, application notes, FAQ's and SkyStream's online troubleshooting guide.

### PRIORITY DISTRIBUTION ON FREE MAINTENANCE UPGRADES

Thanks to SkyStream's unique field-upgradable architecture, SkySupport customers receive priority distributions on software fixes, feature improvements and additions, and hardware and software upgrades. As part of SkySupport, upgrades can range from simple software patches to significant feature upgrades. Upgrades come in three different levels of comprehensiveness (see Figure 1).

### SKYSTREAM SERVICES ENABLE CUSTOMERS TO DERIVE MAXIMUM VALUE FROM THEIR SYSTEMS

SkyStream offers a portfolio of services to ensure smooth installation, seamless integration, and optimal performance. System familiarization is included with the installation. In-depth training and leading edge integration services are also offered and available.

### Onsite integration services

As a post-sale service, SkyStream will send an authorized SkyStream field support engineer to integrate a customer's SkyStream system with other components in the process. This service can be quoted on a per-day or per-project basis.

### Program management

Since you understand your business like no one else, SkyStream empowers you to focus on your business by assigning a program manager to your integrated solution. Your program manager will act as your single point of contact to help you meet your business needs with a high-performance, reliable system delivered to meet or beat your timeline.

### System familiarization and product training

SkyStream offers onsite training to all customers. System familiarization includes any new product installations performed by a SkyStream field support engineer. This training is conducted after installation and enables customers' operations and production staff to acquire an overview of basic system setup and operations.

SkyStream also offers training to customers who require an in-depth understanding of their SkyStream systems and their underlying principles. Taught hands-on at SkyStream's Corporate Training Facility in California, this training focuses on configuration, support, troubleshooting and routine maintenance.

### SkySupport Gold is available for:

- Mediaplex Video Service Router
- SkyStream Source Media Routers (SMRs)
- Redundancy switches
- Modulators

### SkySupport is available for:

- Mediaplex Video Services Router
- SkyStream Source Media Routers (SMRs)
- Redundancy Switches
- Modulators
- Edge Media Routers (EMRs)
- Edge Video Routers (EVRs)

### Enhanced Warranty is available for:

- SkyStream Source Media Routers (SMRs)
- Redundancy Switches
- Modulators
- Edge Media Routers (EMRs)
- Edge Video Routers (EVRs)



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