



## CONTACT US:

**United States:** +1.844.488.2227 or +1.201.620.6955

**Italy:** +39 0699266512

**EMEA/India (France Office):** + 33 975 18 19 00

**United Kingdom:** +44 2035141783

## SUPPORT PACKAGES:

**Silver Plus Coverage Hours:** Local business hours (9:00 – 6:00), 5 days a week, Monday–Friday.

**Gold Plus Coverage Hours:** 24 hours per day, 5 days a week, Monday–Friday.

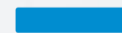
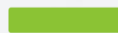
## VIDYO RESPONSIBILITIES:

- Provide **Tier 1 Service Desk Training** to enable system administration & service desk management.
- Provide **Tier 2+ Service Desk Services** with the following **Service Level Agreement** for all tickets:

**Phone Service Request:** Response within 2 hours. Recommended for emergency service.

**Vidyo Help Center Request:** Response by the end of the next business day.

**Email Service Request:** Response by the end of the next business day.



## CUSTOMER RESPONSIBILITIES:

Organizations must have tier 1 support lead by a Vidyo cert. sys. admin to perform these functions:

- System user management: user settings, user DB admin, password mgt.
- Vidyo client installation and configuration on users' workstations.
- Execution of RMA process for repair or replacement of failing modules.
- Contact Vidyo support services.



NEED HELP? WE'VE GOT YOU COVERED. VidyoCloud Support. Simplified.

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