



Applies to Tempura Supplied Videoconferencing Products including; StarLeaf and LifeSize, LCD/LED Screens, TV Stands and Mounts, Network Services including Dedicated Video Access Network Links, Service Routers, and VOIP Handsets.

	<b>Standard Manufacturer/ Provider Warranty/SLA</b>	<b>Assurance Plus*</b>	<b>Assurance Critical*</b>
<b>Tempura Telephone Support Line 9am-5pm Mon-Fri</b>	Initial checks, then referred to manufacturer/provider	YES and Video Line	YES and Video Line
<b>Tempura Extended Support Line 8am-8pm</b>	NO	YES	YES
<b>Tempura Total Support Line 24x7x365</b>	NO	NO	YES
<b>Advanced Replacement RMA</b>	YES	YES	YES
<b>Escalation Management RMA</b>	NO	PART	YES
<b>Rapid Response Replacement</b>	NO	NO	YES
<b>RMA Replacement Install</b>	NO	NO	YES
<b>Scheduled Software Updates</b>	NO	YES	YES
<b>Assurance Renewal Reminders</b>	YES	YES	YES
<b>Preventative Maintenance</b>	NO	NO	YES
<b>DR Plan via Tempura Managed Video Services</b>	NO	YES	YES

\*Standard Manufacturer Warranty required on top of the optional Assurance Plus or Critical cover.  
Manufacturer warranty available as 1, 2, 3 and 5 year plans.

## Summary of Options:

### Tempura Telephone Support:

Calls are logged by client. Case reference raised and passed to customer during normal UK Business hours Monday to Friday excluding Bank Holidays.

### Tempura Extended Support:

As above with greater cover 8-8. Not available without Plus or Critical Cover.

### Tempura Total Support:

As above with 24 hour, 7 days per week cover.

### Advanced RMA:

Advanced replacement shipped to site with return labels on postage paid to return old/faulty items. Lead time approx. 5 working days.

### Escalation Management RMA:

Faulty unit is collected and RMA processed with replacement unit returned by Tempura. (Assurance Plus service RMA replacement shipped to site only).

### Rapid Response Replacement:

New Unit delivered onsite within 2 working days.

### RMA Replacement Install:

Replacement unit shipped to site and installed.

### Scheduled Software Update:

Either notification of update or update performed remotely where access is provided or equipment running on TempuraNET Video network.

### Assurance Reminder:

Manufacture warranty cover notice of expiry sent.

### Preventative Maintenance:

4 site visits per annum to clean and test equipment to minimise potential performance issues.

### Disaster Recovery (DR) Plan:

Backup Hosted services where applicable. Cover includes Cloud Based Managed service for VOIP, Desktop Video, and Multisite Bridging etc.

