

# Optibase Support Programs



One of the main concerns when running video services is being able to maintain a cutting edge facility and be available 24 by 7 with no down time.

Optibase offers a set of support programs that address the needs of your organization. By subscribing to one of Optibase's support programs, you significantly improve your ability to respond proactively and quickly to technical issues. As a subscribed customer, you are updated with the latest

software modules as soon as they are released, get replacement hardware delivered to your door within two business days and have ongoing access to our service engineers - both through a phone hotline and our helpdesk. You also benefit from preferential pricing when scheduling on-site visits at your facility.

Optibase's support programs also include professional training, allowing you to get the maximum out of Optibase's streaming platforms and offer the best level of service.

Select the level of support that best fits your needs from the following programs:

Product Service	Platinum Program	Gold Program	Silver Program	1 Year Standard Warranty
Hardware Repair Service	✓	✓	✓	✓
Advanced Replacement Service	24 hours	48 hours	—	—
Critical Software Updates	✓	✓	✓	—
Unlimited Software / Firmware Upgrades	✓	—	—	—
Annual Advanced Training	✓	Discounted rates	—	—
Phone Support	24x7 hotline, 2 hours response	24x7 hotline, 4 hours response	Standard	Standard
On Site Support	Preferred	Preferred	Standard	—

For more details regarding our support programs please contact your Optibase sales representative.

**Americas HQ**  
931 Benecia Avenue  
Sunnyvale  
CA 94085, USA  
T: 1-800-451-5101  
F: 1-408-739-1706

**International HQ**  
7 Shenkar St., P.O.B 2170  
Herzlia 46120, Israel  
T: +972-9-9709-200  
F: +972-9-9709-222

[www.optibase.com](http://www.optibase.com)