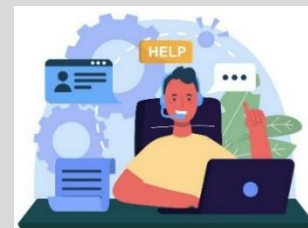




We understand that operational stability of your installed systems is critical to your business operations, so we provide a high level of support and pre-active maintenance to ensure your organisation can manage potential issues before and when they arise.

We provide technical support contracts with a range of options covering all types of systems, system sizes, complexities and varied levels of mission criticality.



Available in 4 support levels, Emerald, Sapphire, Ruby & Diamond as well as customised agreements.



Our support contract options are tailored to suit your business requirements ranging from phone, email & remote access support, fix on fail support site visits, scheduled maintenance with software assurance & full system testing. Priced to suit your system size.

Our preventative maintenance component ensures your system components remain up to date with firmware and software updates to improve the security and reliability of your systems.

Our Maintenance Plus option provides review & reporting of systems and design changes.

Osborn Audio Support Contracts provide:

- ▶ Phone & Email support
- ▶ Remote Connection support
- ▶ Fix on fail service calls
- ▶ Emergency and after hours support & service calls
- ▶ Scheduled preventative maintenance with software assurance
- ▶ Reported end-to-end system testing
- ▶ Reported hardware health reviews
- ▶ Configuration & Design Changes



Support Contract Levels

	Base Support / Business Hours			Emergency Support / After Hours			On-site Preventative Maintenance	
SERVICE LEVEL AGREEMENT	Priority Phone & Email	Remote Access	On-site Call-out	Priority Phone & Email	Remote Access	On-site Call-out	<ul style="list-style-type: none"> Firmware & Software Updates Client Software Updates Full System Testing 	<ul style="list-style-type: none"> Plus Hardware Health Review Plus Configuration Changes Plus Minor Design Changes
EMERALD	✓	✓						
SAPPHIRE	✓	✓					✓ Annual (1)	
RUBY	✓	✓	✓	✓	✓		✓ Annual (1)	✓
DIAMOND	✓	✓	✓	✓	✓	✓	✓ Six Monthly (2)	✓

OSBORN AUDIO - FIRST CLASS AUDIO SERVICES

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	EMERALD Base Level Support	
	✓	Priority Business Hours Telephone Support
	✓	Priority Business Hours Email Support
	✓	Remote Connection Support with client provided internet connection
	SAPPHIRE Base Level Support + Annual Scheduled Maintenance	
	✓	Annual Scheduled On-site Preventative Maintenance
	✓	Annual Firmware & Software Assurance Updates
	✓	Full System testing
	RUBY All of Sapphire + Call-outs + After Hours Support + Annual Review & Changes	
	✓	Business Hours On-site support visits included
	✓	Emergency After Hours Telephone & Email Support
	✓	Emergency Remote Connection Support with client provided internet connection
	✓	Plus Annual Hardware Health Review
	✓	Plus Annual Configuration and Minor Design Changes
	DIAMOND All of Ruby + Emergency Call-outs + Bi-Annual Maintenance	
	✓	Emergency After Hours On-site support visits included
	✓	2 x Bi-Annual Scheduled On-site Preventative Maintenance
	✓	2 x Bi-Annual Firmware & Software Assurance Updates
	✓	2 x Bi-Annual Full System testing
	✓	Plus 2 x Bi-Annual Hardware Health Review
	✓	Plus 2 x Bi-Annual Configuration and Minor Design Changes

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