



TRIAX

connecting the future

TRIAX Service Agreement

Make your business simpler and offer your customers more

Dedicated service and support ensuring customer and end-user satisfaction

A TRIAX Service Agreement ensures your solutions are always up and running, always up to date and always backed up by the best service and support; helping you operate a professional and profitable business. It's that simple.

Your Service Agreement benefits

Supported Setup

- Get easy online access to trouble tickets, download of software updates, release notes, user and how-to guides etc.
- Global presence – local reach
Contact our TRIAX Support Centres via TRIAX helpdesk, e-mail or telephone
- Free of charge 30 day Trial period for TRIAX headends with unlimited access to all features

Supported Installation

- Project planning support
- Online solution backup in our secure data centre
- Bespoke training in TRIAX training centre

Supported Solution

SWAP service on hardware:

- Minimize downtime of your TRIAX Headend solution with our SWAP service on hardware
- Benefit from prioritised incident handling
– same day shipment of your replacement product

Hardware and software maintenance:

- Extend the standard 24-month hardware warranty up to an additional 36 months covering any required repairs or replacements
- Get discounts on software updates and upgrades
– in addition to corrective software releases covered by the standard warranty



Profit from the right TRIAX Service Agreement

Obtain a secure and profitable business with a TRIAX Service Agreement that fits your business and needs. Choose between three levels of service – Pay-as-You-Go, BASIC and PLUS – and profit from a high customer satisfaction.

Service Levels:

	Pay-as-You-Go	BASIC	PLUS
Technical Support and Training			
Hours for Technical support	9.00-15.00 Monday-Friday Time zone: GMT+1	9.00-15.00 Monday-Friday Time zone: GMT+1	8.00-18.00 Monday-Friday Time zone: GMT+1
Remote Technical support (on-line access)	Not available	Not available	✓
Support Charges on telephone and email	Charged by the hour	✓	✓
Support Charges for On-site visit *	Charged by the hour	Charged by the hour	Charged by the hour
Online access to TRIAX Trouble Ticket System	✓	✓	✓
Online access to Technical FAQ and How-to Guides	✓	✓	✓
System and Solution Backup in TRIAX data Centre	✓	✓	✓
Basic Introduction training at TRIAX **	Available against extra fee	✓	✓
Product and application training at TRIAX **	Available against extra fee	Available against extra fee	1 session per year (6 hours, 6 participants)
Onsite product and application training **	Available against extra fee	Available against extra fee	Available against extra fee
Software features and upgrades			
Corrective Software (bug-fix)	✓	✓	✓
SW Updates (optimisation)	0% discount	50% discount on product price	100% discount on product price
SW Upgrades (new features)	0% discount	25% discount on product price	50% discount on product price
Warranty and SWAP service			
Extended Warranty (Standard warranty is 24 month)	Available against extra fee	Available against extra fee	Available against extra fee
TRIAX SWAP Service (Ship same day if reported before 3pm, else next business day)	Not available	20% discount on replacement module compared to new price	30% discount on replacement module compared to new price

* Accommodation, travel time and travel expenses are paid by CUSTOMER.

** Accommodation and travel expenses are paid by CUSTOMER. Catering expenses during training session are paid by TRIAX.

Contact us

For more information and detailed contractual terms, please contact your local Sales Representative or TRIAX Service & Support: triax.com/support