

## **Video Conferencing Maintenance Contracts:**

### **For Audio Visual Integrated Installations**

If you experience a problem with your video conferencing/audio visual system, Digital Display's Audio Visual Service Maintenance offers a truly superior alternative to the standard warranties and technical support that come with most systems.

Unlimited telephone technical support during local business hours 8:30AM- 5:30PM, Monday through Friday (excluding holidays)\* for defective or faulty system operation by CVE/CTS Certified Engineer. Call 210-404-1233.

Digital Display's Call Center will open a trouble ticket and the service issue is tracked until resolution.

Digital Display's Technical Help Desk will perform (with the customer's assistance) preliminary trouble-shooting, remote diagnosis and a video test call to identify the problem before ordering parts for shipment.

A trained and certified technician is dispatched to arrive on-site next business day (if call is received prior to 2:00 pm CST).

Digital Display will honor the manufacturer's warranty for all equipment provided.

Free labor to replace projector bulbs for equipment provided (customer is responsible for the cost of the bulb).\*

One preventative maintenance and system review visit per year by a certified Audio Visual Engineer. It is the Customer's responsibility to call and schedule the PM visit.

Free operating system software updates on all equipment provided (Performed at the scheduled preventative maintenance sessions).

Software Upgrades consist of major feature enhancements and/or functionality releases.

Customers are entitled to receive Software Upgrades for their then-current registered product upon the manufacturer's general release of such Software Upgrades. Software Upgrades are available at no charge from the manufacturer web site. On-Site Software Upgrade installation services are available at an additional charge.

Digital Display is a proud member of an elite class of service providers that have achieved the following certifications: Polycom Platinum Level Reseller, Polycom Certified Service Partner (CSP) and TANDBERG Gold Level Reseller. Respectively, these titles represent the highest levels of certification a solution provider can receive from these companies and they recognize years of hard work, extensive product and industry training and investment in service tools, personnel and procedures. They are your guarantee to a superior customer experience.

At Digital Display, we provide maintenance contracts and technical support throughout the entire South Texas region.

Our factory-trained sales and technical staff install and support video conferencing, audio visual, and IP network projects across the state of Texas. Digital Display provides clients with one point of contact for video conferencing, audio visual, and IP network sales, installation, service, management and support.

For additional information regarding Video Conferencing Maintenance Contracts or to speak to a representative, please contact us at 210-404-1233.

