

Our Commitment to Support your Business

Business Continuity Support — March, 2020

We understand that while dealing with travel restrictions, quarantine mandates, and likely operating with minimal staff, you're faced with tough choices about how to control spending. To help protect your operation and your investment, Grass Valley has created a Business Continuity Support Package designed to give your business critical support during this difficult time.

KEY FEATURES

- Fixed 3-month only term with payment in arrears options (subject to credit check)
- Exceptional value pricing
- 24x7 access to our global technical support teams
- Remote Support Access — anywhere, anytime
- Advance Exchange Hardware from our global network, which is always on

Support Features	Business Continuity
24x7 Technical Telephone Support	●
Remote Assistance	●
Advance Exchange Hardware	●
Repair Service*	●
Web & Portal Access	●
Knowledge Base Access	●
Support Level	Key Performance Indicators
Acknowledge	30 Minutes
Respond	1 Hour
Advance Exchange Hardware	Expedited Shipment

* Repair Service is limited to certain products where exchange is not possible.

ORDERING

For a quote, please email: GV-SM-Quote_Request@grassvalley.com and in the subject line please add "Quote Business Continuity Support." We will respond to all inquiries within one business day.

Don't have time to raise a purchase order? Don't worry. Once you have been quoted, ordering will be made simple by using electronic authorization to give you immediate access to support.

We're here for you.

