

Videon Technical Support Policies and Guidelines

This document provides details on the technical support available to Videon customers as well as guidelines on how Videon support agents will assist with technical issues. It is the goal of our support agents to provide you with the best service possible.

1. In order to receive support from one of Videon's support agents, the customer must register their Videon device. This can be done by visiting videon-central.com/register and filling out the available form.
2. Phone support by Videon is scheduled by Videon support agents when determined necessary after the initial support ticket is submitted. This is to ensure that the issue the customer is seeing is documented for internal review and well described for the support agent.
3. Technical support is not meant to be emergency event support. Videon support agents will provide feedback to customers in a timely manner. However, Videon cannot guarantee the availability of its support agents. We recommend that you set up and test your streaming workflow well in advance of your event in order for Videon to assist with any issues that may arise.
4. Unresponsive support tickets will be closed after 10 days. You will be notified by email prior to the closing of any inactive support tickets. In the event that the support ticket is closed without a resolution to the issues, a new ticket can be opened without issue.

The Videon support team thanks you for understanding and adhering to these policies.