

***To purchase or renew your Enhanced System Support Plan please contact
Mega Hertz 800-883-8839 sales@go2mhz.com www.go2mhz.com***

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1.0 Overview

Triveni Digital is pleased to offer our customers enhanced service & maintenance plans with the purchase of any Triveni Digital product. The *Enhanced System Support Plan* (ESSP) is in addition to the basic product warranty that applies to all Triveni Digital products. ESSP entitles the customer to an enhanced level of support including software feature upgrades as available, remote support and diagnostics, technical support utilizing our DTV and digital media system expertise, and an extension for up to three years of the system warranty coverage – all meant to help our customers maximize the benefit and value of the industry-leading digital media products supplied by Triveni Digital.

2.0 Equipment Covered Under Enhanced Support Plan

- ESN™ (Emergency Services Network) system
- GuideBuilder™ product line
- SkyScraper™ Data Broadcast System
- StreamBridge™ product lines
- StreamScope™ product family

3.0 Enhanced System Support Plan

The *Enhanced System Support Plan* is an option available to all direct customers of Triveni Digital or may be purchased from Triveni Digital approved Resellers. ESSP is sold on a per unit basis and may be ordered when the equipment is purchased and renewed annually. Refer to “Table 1: Triveni Digital Enhanced System Support Plan Product Matrix” for further details.

3.1 Key features of *Enhanced System Support Plan*

- **Unlimited Priority Technical Support**
ESSP customers have unlimited phone and email access to the Triveni Digital Technical Support Center during the service plan period. Calls relating to a unit currently covered under ESSP are given higher priority than calls from non-subscribers and our goal is to respond as soon as possible, and within 4 business hours of initiation.

Currently, Support Center hours are Monday through Friday (9am-6pm EST) via phone at, 609-936-3434, or email support@TriveniDigital.com. (Excluding major holidays)
- **24-hour Advanced Repair Exchange**
To minimize downtime, Triveni Digital will provide ESSP customers a loaner replacement product prior to returning equipment in need of repair. A Triveni Digital issued RMA (Return Material Authorization) number needs to be provided by a Triveni Digital Technical Support Engineer in advance of replacement shipment.

- **Product Upgrades**

In addition to the basic software patches applicable for a specific release of software, ESSP customers will also proactively receive “same-generation” software releases¹. Same-generation SW releases include enhanced feature updates that would not be found in software patches.

- **Remote Product Upgrade Installation**

ESSP customers also have the option of having Triveni Digital Technical Support perform upgrades and routine maintenance of their Triveni Digital product(s) covered under the *Enhanced System Support Plan*. Triveni Digital shall perform such upgrades through remote access to the unit(s)². In the event remote upgrades are not feasible, Triveni Digital Technical Support may provide telephone assistance to the customer in performing the upgrade. Upgrades may also be performed on site at the customer location for an additional cost.

- **Remote Product Diagnostics**

Triveni Digital’s team of support engineers may perform remote diagnostics on your system for the purposes of maintenance and troubleshooting. Should you have an issue that is unable to be resolved in a timely manner by phone or e-mail, our Technical Support Center can connect to your product and assess the problem.

¹ Same-generation software updates are all updates to the same major version of software; for instance, if an ESSP subscriber is using SW version 4.1.1 on their Triveni Digital product then they would get the version 4.2.0 of that software; however, they would not automatically get v 5.0.0 when released. Version 4.1.2 would be the first patch release to version 4.1.1, and is available to all customers during their first year of basic warranty support (and to all ESSP subscribers).

² All remote access will be performed using a standard Local Area Network (LAN) connection; dial up phone lines will not be supported.

4.0 Triveni Digital Enhanced System Support Plan Options

Through our experience in delivering industry-leading DTV and digital media infrastructure products, we have developed deep expertise across a wide variety of related products provided by other suppliers, and in a wide variety of digital media delivery environments. With certain Triveni Digital products, installation, configuration, and use of the system is not complicated and thus users may require minimal support. In other cases, the configuration may be more complicated and may be highly customized for the particular customer situation. We have found that in these cases most customers will want or need unlimited access to our engineer's expertise in supporting the setup, use, and troubleshooting of these products. Additionally, such customers desire our engineers to provide and discuss recommended practices and typical use cases.

Based upon the above, we have made the Enhanced System Support Plan required for certain products and optional with others. We believe this provides customers with the level of support needed by them and their management to truly design and implement leading DTV and digital media applications. The following table summarizes which Triveni Digital products require service plan enrollment for the first year of ownership; after first year, all plans and thus customer support provided by Triveni Digital become optional.

Table 1: Triveni Digital Enhanced System Support Plan Product Matrix

Product	Product Warranty	Enhanced System Support Plan
ESN	1 year	Required
GuideBuilder	1 year	Required
SkyScraper	1 year	Required
StreamBridge	1 year	Required
StreamScope	1 year	Optional

5.0 Training

Triveni Digital also offers on-site training to customers. This training is performed by a Triveni Digital Support or Development Engineer and is typically done at time of installation or product upgrades. It provides customers with the basics of the DTV or digital media distribution technology relevant to Triveni Digital products and 'hands on' training in these products.

In addition, Triveni Digital offers training to customers who require in-depth understanding of their Triveni Digital products, the integration of these products into the overall environment, and more specific information on the underlying digital television broadcast technologies relevant to these products. This is offered as an interactive one-on-one class at Triveni Digital's Princeton Junction, New Jersey location – where all of our products are installed inside working digital television broadcast and digital cable distribution plants, or digital signage distribution networks.

Speak with your Triveni Digital Sales Representative for more information about Triveni Digital's informative and cost-effective training opportunities.

6.0 Warranties

6.1 Triveni Digital Basic System Warranty Plan

- All Triveni Digital products are covered under a one (1) year Basic System Product Warranty from the time of product delivery. This warranty covers the SW components of your Triveni Digital products, as well as the hardware chassis and input interface cards for one year.
- The Basic Software Warranty includes free software patch updates³. Basic Software Warranty patch releases will be available for download from Triveni Digital's website, or may be distributed to customers through some other means.

See 'Limited Warranty' included with each product for more information.

6.2 Triveni Digital System Warranty Plan, including up to 3 year Extended System Warranty

- Triveni Digital's ESSP includes a full system warranty, for up to 3 years. As long as ESSP for a given product unit is kept current from time of purchase, in addition to SW feature updates, unlimited phone support, advanced repair exchange, and the other benefits of ESSP, the unit will have a full repair or replacement warranty for the base server/system platform (interface cards are covered for the first 12 months under the Basic System Warranty, and are not covered after year one under the Extended System Warranty)
 - Triveni Digital will diagnose problems - by phone, by connecting remotely to the unit, or by on-site analysis.
 - We will repair or replace (at Triveni Digital's option) the product(s) at no charge for up to three years, as long as ESSP is in effect from time of original product shipment. [However, interface cards are not covered after the first year. If faulty, they will be replaced at price list cost.]
 - Whenever possible, all repairs and replacements will be completed within 15 business days from initial receipt at Triveni Digital's Technical Support Center. Repairs will be returned via UPS Ground unless the customer provides their shipper account #, specifying an alternative shipping method and/or a signed credit card authorization form for payment of the shipping charges.
 - Customer is responsible for all charges and packaging related to shipment of the product to Triveni Digital's Technical Support Center. Triveni Digital is responsible for all charges related to shipment of product back to customer

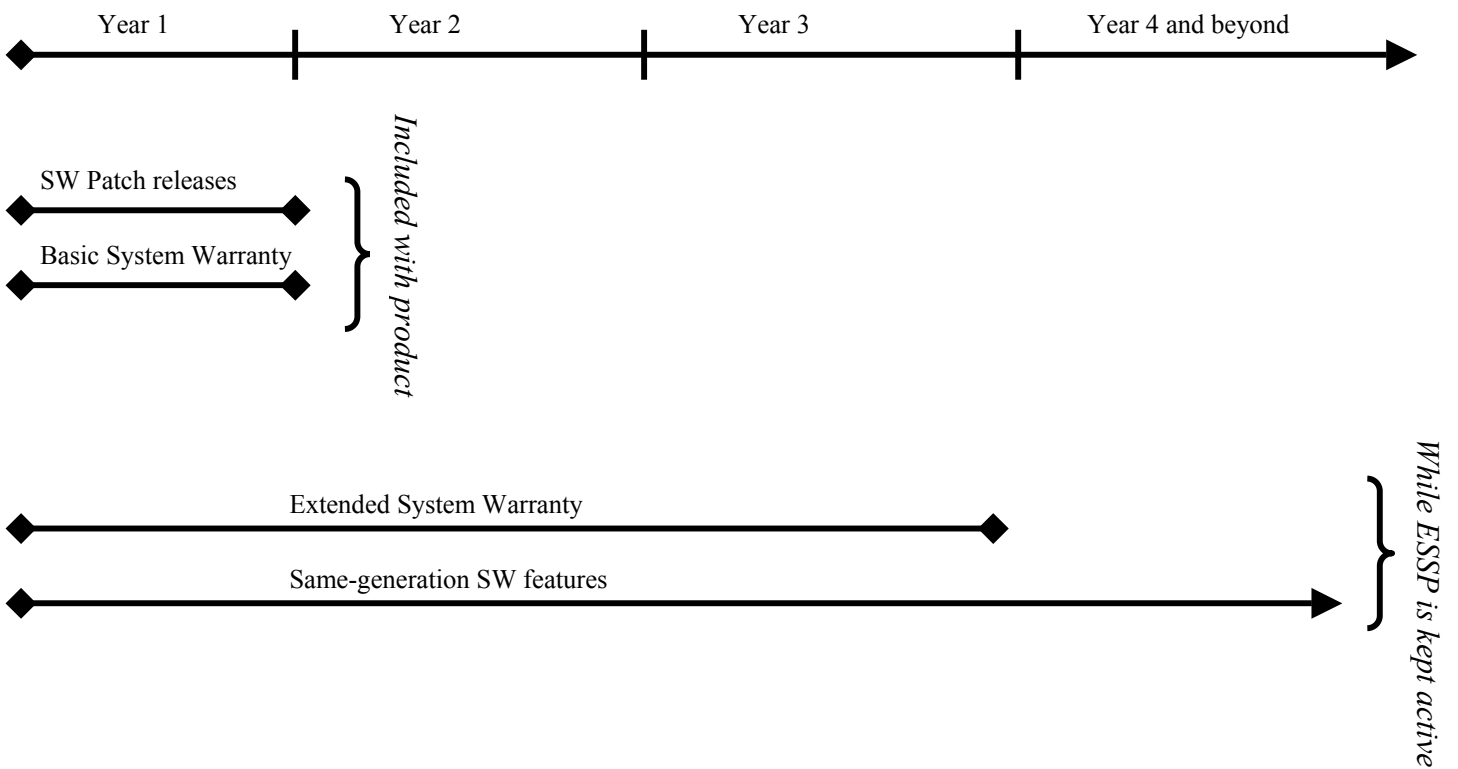
³ Software patch updates are specific to the minor version of software; for instance, if client is using software version 4.1.1 of a Triveni Digital product then, during the warranty period, they would have access to version 4.1.2 of that software if released; however, they would not have access to the feature release v 4.2.0, when released.

Triveni Digital Service Plan Summary Table

Service Plan Details	Basic System Warranty	Enhanced System Support Plan	Paid Support	Notes
Support Plan Pricing	Included	Ask For Quote	As required	
One (1) Year Basic Software Warranty	•	•		See Limited Warranty included with product.
Software Patches	•	•		Includes all software patches within a minor release. <i>Example of Software Patch: upgrading from GuideBuilder 3.0.1 to GuideBuilder 3.0.2.</i>
Same-generation Software Feature Upgrades		•		Same-generation software updates are provided free of charge only for product units whose ESSP plan is kept current . <i>Example of same-generation upgrade: upgrading GuideBuilder 3.0 to GuideBuilder 3.1.</i>
Basic System Warranty	•			All HW is covered for a period of 1 year by Triveni’s Basic System Warranty
Extended System Warranty (for up to 3 years)		•		For up to 3 years, as long as the unit’s ESSP subscription is kept current, Triveni Digital provides a full repair or replacement HW warranty for all system components (except any input cards are not covered)
No cost Dongle Replacement (if dongle is damaged)	•	•		Dongle will be replaced at no cost for a period of 1 year by Triveni’s Basic System Warranty, or at any time if ESSP is current. RMA will be issued for return of damaged dongle
Unlimited Priority Technical Support		•		During Support Center hours
24-hour Advanced Repair Exchange		•		Receipt of loaner replacement product prior to returning equipment in need of repair.
Remote Software Installation		•		Ability for Triveni Digital Technical Support Center to perform remote upgrade of your product.
Remote Support & Diagnostics		•		Triveni Digital’s Technical Support Center may remotely diagnose units currently

				covered under ESSP when needed.
Requires Annual Renewal		•		
Onsite Support & Troubleshooting ⁴			•	Invoiced at the daily rate
Onsite Installation / Training (one day – up to 8 hours)			•	Invoiced at the daily rate
Out of warranty support/repair services			•	When a given unit is not covered under a current ESSP contract, the Triveni Digital Technical Support team may be able to offer direct phone support or repair services on a pay-as you-go, deferred priority basis. Please consult with your Triveni Digital Technical Support engineer.

Warranty Coverage Options



⁴ Paid Services (Onsite Support and Installation & Training) are also available at List Price for customers who have not purchased the Enhanced System Support Plan