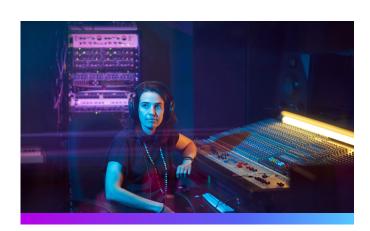
AI MEDIA

HARDWARE ANNUAL SUPPORT

Ensure Your Encoder's Longevity with Al-Media Annual Support

Maximize the performance and reliability of your Al-Media hardware encoders with our comprehensive Annual Support plan. Designed to protect your investment beyond the first year, our Annual Support plan provides peace of mind with capped repair costs, ongoing technical assistance, and continuous firmware updates.



Benefits of Annual Support:

- Technical Support and Upgrades
 Receive 24/7 technical support to keep
 your encoder running optimally.
- Keep your encoder secure with security updates to prevent the latest cyber security threats.
- Replacement Encoder

 If your Encoder cannot be repaired,
 free replacement in Year and discount on
 new Encoder in Years 2 5.
 - Secure your support rate by purchasing multiple years in advance benefit from consistent pricing and uninterrupted coverage without any surprises.

4

New Features & Functions

Access to all the latest features and functions with regular firmware releases.



Limit Repair Costs

Enjoy free repair in Year 1 and capped repair costs through Year 5 of ownership.



Consistent Coverage for Continuous Peace of Mind

Enjoy uninterrupted support and access to all upgrades by maintaining your annual support plan every year.

Lock in Your Support Plan

Contact your regional Customer Support Team

- EMEA / UK: emea-customer.success@ai-media.tv
- AMERICAS: customer.success@ai-media.tv
- → APAC: success.apac@ai-media.tv



Enroll in Annual Support Today

To ensure long-term reliability and performance for your broadcasting