

HARMAN Media Suite

Premier Service – Service Description

Premier support is HARMAN's entry-level service offering—enhancing your in-house resources with technical experts who are available to support your HARMAN video streaming product. Premier offers the right level of support for those organizations that wish to work directly with HARMAN to address their support needs, and want to keep up-to-date with the latest software upgrades and updates, but do not have a need for 24-hour support, 365 days per year.

Since this is a software-only solution, the Premier support enhances the basic manufacturer's 90-day software warranty to a full year of coverage, and includes:

- Major software releases (significant new features), minor software upgrades (new features and enhancements), and software updates (maintenance and patches).
- Telephone technical support during business hours (8x5) for the current major release and one previous version.

Benefits

- Improves the availability of the system by enhancing the software continuously and good responsiveness.
- Increases solution uptime and expeditious issue resolution by augmenting your technical experts with video specialists.
- Enhances investment in internal IT resources with access to technical support.
- HARMAN partners are authorized to provide the complete solution and are integral to the overall success of your solution.
- Improves operational efficiency.

Features

Software upgrades and updates

For products covered by a Premier support program, system software updates and upgrades are provided at no additional charge.

- Upgrades are new software releases containing enhancements improving the functionality or capabilities of the software.
- Updates are software for which HARMAN has provided fixes or minor revisions to correct errors or defects in the existing operation of the software, in accordance with the published product specifications.

Telephone technical support

Telephone technical support is available during business hours (9am to 5pm, 5 days a week, excluding recognized HARMAN holidays) for HARMAN Media Suite products covered by a

Premier support program. HARMAN support engineers will remotely provide assistance in diagnosing, configuring, and troubleshooting HARMAN products covered by the program. This support is available through regional phone numbers and in select local languages.

Premier Software support

The software only products for HARMAN are covered by the Premier software support. The support in this case is also provided over the telephone by HARMAN's technical support representatives. This support is provided during business hours (9am to 5pm, 5 days a week, excluding recognized HARMAN holidays). This 8x5 support is subject to the same conditions as the Premier 8x5 support.



ABOUT HARMAN

HARMAN (harman.com) designs and engineers connected products and solutions for automakers, consumers, and enterprises worldwide, including connected car systems, audio and visual products, enterprise automation solutions; and services supporting the Internet of Things. With leading brands including AKG®, Harman Kardon®, Infinity®, JBL®, Lexicon®, Mark Levinson® and Revel®, HARMAN is admired by audiophiles, musicians and the entertainment venues where they perform around the world. More than 50 million automobiles on the road today are equipped with HARMAN audio and connected car systems. Our software services power billions of mobile devices and systems that are connected, integrated and secure across all platforms, from work and home to car and mobile. HARMAN has a workforce of approximately 30,000 people across the Americas, Europe, and Asia. In 2017, HARMAN became a wholly-owned subsidiary of Samsung Electronics Co., Ltd.

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