



COMPARE AWS ELEMENTAL SUPPORT SERVICE PLANS

for On-Premise Appliances & Software Support





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AWS ELEMENTAL SUPPORT SERVICE PLANS

Customers who purchase AWS Elemental products and services may choose from our Enhanced or Premier Service Plan options that provide support coverage specifically for AWS Elemental products to meet each customer's unique support, response time, and resolution requirements. Each service plan provides support for AWS Elemental appliance hardware or AWS Elemental software, depending on products and services covered under the purchased service plan.

PRODUCTS ELIGIBLE FOR AWS ELEMENTAL SERVICE PLANS

Service Plan Types	Eligible Products (applies to both Appliance Edition and Software Edition)
Enhanced and Premier	AWS Elemental Server AWS Elemental Live AWS Elemental Conductor AWS Elemental Stream AWS Elemental Delta

To learn more about customer support for AWS Services in the AWS Console, see [AWS Support Plans](#).

ENHANCED SERVICE

If you need product support beyond initial installation and configuration, the AWS Elemental Enhanced Service is your best option. This plan provides hardware and software support for up to a year. This includes full access to the AWS Elemental Support Center, which hosts technical support services including support case management and hundreds of how to, troubleshooting, and reference articles for AWS Elemental appliances. In addition, Enhanced Service includes 24 x 7 support and access to major software releases throughout the support period.

PREMIER SERVICE

If you need the highest level of support services that AWS Elemental has to offer, AWS Elemental Premier Service is designed for you. In addition to offering the services provided by Enhanced Service, Premier Service includes improved response time and resolution targets, tighter targets for parts replacement, advance parts exchange, regular business check-ins, and faster timelines for on-site support services for emergency production issues.

AWS ELEMENTAL “PLUS” ADD-ON PACKAGE FOR ENHANCED AND PREMIER

In addition to the AWS Elemental Service Plans, AWS Elemental also offers the “Plus” add-on package for Enhanced and Premier Services. The Enhanced+ and Premier+ options include assigning you an AWS Elemental Technical Account Manager. The Technical Account Manager (TAM) acts as a point of contact for general technical engagement with AWS Elemental Services teams. The TAM checks in with you on a regularly scheduled basis (typically, bi-weekly or monthly) and oversees Professional Services engagements. TAMs are generally assigned to no more than 4-6 accounts, ensuring proactive management of technical services activities. If you are interested in the “Plus” Add-on Package, please reach out to our sales team for more information.



COMPARE AWS ELEMENTAL SERVICE PLANS

General Support	Warranty	Enhanced	Premier
Access to the Elemental Support Center	Yes	Yes	Yes
Email Support	30 days	Yes	Yes
Phone Support, Regional TSC ¹	No	Yes	Yes
Phone Support, 24x7 Priority Hotline ²	No	Yes	Yes
Software Support			
SW Support & Warranty Period ³	30 days	12 months	12 months
Access to Maintenance Releases	Yes	Yes	Yes
Access to Major Upgrade Releases	No	Yes	Yes
Hardware Support ⁴			
HW Warranty	12 months (max coverage of 12 mos)	12 months ⁵	12 months ⁵
Parts/Whole Unit Replacement Delivery ⁶	20 Business Days	5 Business Days	3 Business Days
Advance Parts Exchange	No	No	Yes
Additional Services			
On-site Emergency Support ⁷ (Sev 1 / Sev 2)	No (pay per visit)	Yes, T&E excluded ⁸ (5 days / 10 days)	Yes, T&E included ⁹ (2 days / 5 days)
Designated Support Specialist	No	No	Yes
Technical Account Manager	No	Optional "Plus" add-on	Optional "Plus" add-on
Business Check-in	No	No	2 check-ins / yr
Discounts on Training Services (Excludes custom on-site training courses)	No	No	Yes, 15%



Notes on AWS Elemental Service Plans comparison table

1. Provides direct phone access to technical support personnel located at regional AWS Elemental TSCs, during TSC Business Hours.
2. Outside TSC business hours (24x5, excluding holidays), 24x7 Priority Hotlines are supported by on-call technical personnel for use to address production-impacting incidents. For Severity Level 3 and Level 4 issues, AWS Elemental Technical Support will make every effort to respond within the specified response time targets during standard business hours.
3. AWS Elemental's software warranty provides software support and defect resolution for the defined period. Note: AWS Elemental supports defect fixes for the two most recent Major Releases (but only when technically feasible within those specific versions). Defect resolution may require customers to upgrade to a newer version of AWS Elemental software.
4. Hardware Warranty and Support Services are available exclusively from AWS Elemental. You acknowledge and agree that the Agreement, the Limited Hardware Warranty and this Service Plan grant you no rights or remedies under any warranty, support services or return policies of any of our hardware component suppliers.
5. AWS Elemental will make Service Plan coverage available for no less than five years from original date of purchase, with maximum duration requiring continuous coverage under an active Service Plan at the specified service level. Replacement Hardware will provide the full functionality of the replaced Hardware at an equivalent or higher performance, at AWS Elemental's discretion.
6. Applies to estimated shipment delivery transport time to destinations within the United States (including Alaska and Hawaii). Off-the-shelf parts ship within 1 Business Day of RMA request. Replacement of a complete unit has a lead time of 2 Business Days. Delivery times are based on the time from receipt of the returned product, unless Advance Parts Exchange is provided. With Advance Parts Exchange, delivery response begins on the next business day after which the incident is reported. Customers located outside the United States (including Alaska and Hawaii) will receive the specified delivery time to the point of importation. Appliances (or components) that are shipped as part of our Parts Replacement Delivery service will be shipped with the latest general availability (GA) software version. AWS Elemental will, upon your written request, ship replacement Appliances with a previous GA version of Software rather than the most recent GA release of the Software (not to exceed two major releases prior to the current GA version).
7. On-site Emergency support provided for Severity Level 1 and Severity Level 2 incidents only. On-site support may be requested if the incident cannot be resolved by AWS Elemental TSC personnel within the specified time frame. This support option excludes replacement of externally-accessible, customer-replaceable hardware components, such as hard drives. In addition, on-site emergency support for issues resulting from changes to third-party solutions that interact with AWS Elemental solutions will be provided at AWS Elemental's discretion and may be billable.
8. Available within the specified time-frame for specified Severity Levels, but chargeable at AWS Elemental Professional Services rates.
9. Covers all costs, including travel and expenses, associated with on-site technical support activities required to specifically resolve emergency incidents.



RESPONSE TIME¹ TARGETS

Severity	Warranty (SW Warranty Period Only)	Enhanced	Premier
Level 1² (Urgent) Full Production Outage Issues	Next Business Day	2 Hours	1 Hour
Level 2 (Critical) Critical Production Impacting Issues	Next Business Day	4 Hours	2 Hours
Level 3 (Major) Significant business impact, with little to no production impact	2 Business Day	8 Hours ³	4 Hours ³
Level 4 (Normal) Moderate to minor business impact, and non-workflow impacting issues	5 Business Days	1 Business Day	1 Business Day

Notes on Response Time Targets

1. Response time measurements begin at the time an incident is first reported to AWS Elemental Technical Support. Severity Level 1, Level 2, and Level 3 incidents occurring outside of normal Regional TSC Business Hours (24x5) must be reported via worldwide toll-free 24x7 Priority Hotline phone numbers. If such incident is not reported via the Priority Hotline, response time measurements will be based on the start of the first Business Day following the report of the incident.

2. AWS Elemental will use all commercially reasonable efforts to resolve Severity Level 1 incidents as quickly as possible. Resolution of incidents classified at other Severity Levels will be prioritized across all customer-reported incidents, based on defined resolution targets.

3. 24x7 Priority Hotlines are supported by on-call technical personnel and intended for use to address production-impacting incidents. For Severity Level 3 and Level 4 issues, AWS Elemental Technical Support will make every effort to respond within the specified response time targets during standard AWS Elemental TSC business hours (24x5, excluding holidays).



RESOLUTION¹ TARGETS

Severity	Warranty ² (SW Warranty Period Only)	Enhanced	Premier
Level 1³ (Urgent) Full Production Outage Issues	Within 5 Business Days	Within 72 Hours	Within 24 Hours
Level 2 (Critical) Critical Production Impacting Issues	Within 30 Business Days	Within 10 Business Days	Within 3 Business Days
Level 3 (Major) Significant business impact, with little to no production impact	No defined target	Within 30 Business Days	Within 15 Business Days
Level 4 (Normal) Moderate to minor business impact, and non-workflow impacting issues	No defined target	No defined target	Within 120 Business Days

Notes on Resolution Targets

1. Resolution is defined as availability of a workaround sufficient to downgrade an issue to a lower severity level or a permanent correction of an issue. AWS Elemental will make commercially reasonable efforts to provide permanent software updates for defects previously identified as resulting in Severity 1 or Severity 2 incidents, though specific targets are not guaranteed.
2. Software defects must be reported to AWS Elemental within the software warranty period defined (i.e. first 30 days for Warranty coverage) or when user acceptance criteria is met, whichever comes first. Use of AWS Elemental software in production workflows implies acceptance criteria has been met. Software issues reported after the software warranty period will not be handled under warranty terms.
3. AWS Elemental will use all commercially reasonable efforts to resolve Severity Level 1 incidents as quickly as possible. Resolution of incidents classified at other Severity Levels will be prioritized across all customer-reported incidents, based on defined resolution targets.



SERVICE PLAN COMPONENTS

AWS Elemental service plans include a number of different components, including access to Technical Support Centers, pro-active health checks, and support services business check-ins. This section provides more detailed descriptions of these services.

TECHNICAL SUPPORT CENTER

AWS Elemental Technical Support Centers (TSCs) are regional teams staffed by AWS Elemental technical support engineers. These regional TSCs allow us to provide 24 x 7 support while also having market-specific expertise. They are the focal point for support communications and case escalations, handling Tier 1 technical support, case management, and incident resolution for all issues at all severity levels. At select service levels, AWS Elemental provides 24 x 7 direct access to Tier 2 senior support and systems engineers, who can address issues affecting mission critical systems. If you purchase 24 x 7 service plans, you also have access to worldwide toll-free 24 x 7 priority hotline phone numbers.

Regional TSC	Location	Regional Hours	UTC hours
Asia Pacific	Hong Kong	8:00am – 5:00pm HKT	12:00am – 9:00am
Europe, Middle East, Africa	London, UK	8:00am – 5:00pm GMT	8:00am – 5:00pm
Americas	Portland, Oregon, USA	8:00am – 5:00pm PST	3:00pm – 12:00am

ELEMENTAL SUPPORT CENTER

The Elemental Support Center is a private online resource that is part of the Elemental Appliances and Software service within the AWS Console. The Elemental Support Center is where you open and manage support cases. It also hosts hundreds of how-to, troubleshooting, and reference articles and provides an advanced search of AWS reference materials. The Elemental Support Center is accessible with all support plans at no additional cost.

DESIGNATED SUPPORT SPECIALIST

One of the key features of the AWS Elemental Premier Service Plan is that you have a Designated Support Specialist (DSS) assigned to your business. The DSS is an AWS Elemental technical support or field service engineer who has primary responsibility for understanding your specific environment and handling the majority of your tickets. This give you a better level of continuity. It is an ideal option if you have multiple deployments or complex workflows. You still have access to the full AWS Elemental technical support team if the DSS is unavailable or you have critical Severity Level 1 or Severity Level 2 issues.

SUPPORT SERVICES BUSINESS CHECK-IN

As part of AWS Elemental's Premier Service Plan, AWS Elemental regularly meets with your management and/or technical teams. These business check-ins are opportunities to discuss general support activities, review open support tickets, and address any specific support issues that may need extra attention from the AWS Elemental Support Services team.



AWS ELEMENTAL SUPPORT SEVERITY LEVELS

AWS Elemental assigns a severity level to each support case. The impact that a particular issue or situation has on your operations determines the level of severity.

SEVERITY LEVEL 1: EMERGENCY ISSUE - PRODUCTION BLOCKING

The AWS Elemental appliances or service is inoperative or performance is so downgraded that normal operations are prevented almost entirely. Examples of Production Blocking Issues include the cessation of operation of one or more AWS Elemental solutions or services, which could not be resolved by switching to redundant resources.

SEVERITY LEVEL 2: CRITICAL ISSUE

The performance of the appliances or service is far below the documented performance criteria, such that a disruption to normal business operations is occurring or the problem is threatening to cause a Production Blocking Issue. Examples of Critical Issues include severe degradation in system performance or a significant reduction in video output quality.

SEVERITY LEVEL 3: MAJOR ISSUE

The appliances or service is experiencing errors or problems that do not impact normal production operations, but may otherwise have a significant impact on other business operations. An example of a Major Issue is where a redundant power supply in a non-redundant production appliance has failed but the second power supply is still actively running the appliance and production services are not threatened.

SEVERITY LEVEL 4: NORMAL ISSUE

The appliances or service is experiencing an issue that does not impact normal operations or is easily avoided or circumvented by the customer. This includes documentation errors, requests for clarification of product features, requests for new features (which are defined as new functionality in existing product), general system maintenance issues, or issues that can be resolved with configuration changes available in the AWS Elemental solution.

RESPONSE TIME & RESOLUTION TARGETS

AWS Elemental defines response time and resolution targets for all service options and severity levels. These targets are used as a basis for issue escalation. While these targets are not guaranteed, AWS Elemental makes every reasonable effort to meet these targets. In addition, we design our internal processes and support systems to escalate issues to the next tier of support whenever these thresholds are exceeded.



SCOPE OF SUPPORT COVERAGE

AWS Elemental's goal is to provide the technical support and knowledge needed in order to get the most out of AWS Elemental products. Although not comprehensive, the following list identifies issues that are (and are not) covered by AWS Elemental Support Services.

ISSUES COVERED BY SUPPORT

- Providing basic help understanding specific features
- Answering AWS Elemental software configuration questions or issues
- Helping with basic system integration into your environments, including simple network configurations
- Troubleshooting issues with hardware installation in your environments
- Helping with problems or defects identified in the software
- Assisting with software upgrade installation

ISSUES NOT COVERED BY SUPPORT

- Scoping of feature requests or product enhancements
- Developing custom software or implementation of workflows
- Delivery of product training
- Assisting with complex integration of AWS Elemental solutions with third-party solutions or into customer environments, including complex network configurations. For more information, please see the third-party hardware and software support policy below.
- Performing software upgrades on behalf of customers

Activities not covered under Support Services may still be available from AWS Elemental Professional Services. Contact your AWS Elemental sales representative for details.

SUPPORT POLICY RELATED TO THIRD-PARTY HARDWARE AND SOFTWARE COMPONENTS.

AWS Elemental has the following policy regarding the use of third party or unqualified components, including power supplies, hard drives, chassis, PCIe components (for example network interface cards, fiber channel cards, HD-SDI cards, and so on), and other hardware components:

- If you use a third-party or unqualified component in a device running AWS Elemental software and a fault or performance issue is traced to the use of this third-party component, then at AWS Elemental's discretion, support and warranty service may be withheld. AWS Elemental maintains a list of qualified hardware platforms.
- If a product fault or performance issue is determined to not be related to the use of third-party or qualified components, then AWS Elemental will continue to support you, per standard support policies.
- At no time will hardware RMA support be provided for third-party components. If hardware is replaced and the fault or performance issue is determined to have been caused by the installation of a third-party component, AWS Elemental reserves the right to charge for reasonable time and material rates for the service provided.



In addition, AWS Elemental has the following policy regarding software components installed on systems running AWS Elemental software:

- Due to the high-performance and real-time processing requirements of video processing software, AWS Elemental products are fully qualified to meet certain performance capabilities based on a known operating system and software package configuration. If you make custom changes to the operating system configurations or install third-party software package(s) on a device running AWS Elemental software, without previous qualification and approval by AWS Elemental personnel, and a fault or performance issue is traced to the use of these configurations or third-party software packages, then at AWS Elemental's discretion, support and warranty service may be withheld.
- If a product fault or performance issue is determined to not be related to the use of these configuration changes or third-party software packages, then AWS Elemental will continue to support you, per standard support policies.



AWS ELEMENTAL SUPPORT SERVICE PLAN PRICING

ENHANCED SERVICE PLAN

15% of AWS Elemental hardware and/or software price

PREMIER SERVICE PLAN

20% of AWS Elemental hardware and/or software price

PRICING EXAMPLES

Enhanced Support Service Plan Pricing Example

For \$80,000 in AWS Elemental hardware purchased:

$\$80,000 \times 15\% = \$12,000$

(15% of AWS Elemental hardware price)

Total = \$12,000

Premier Support Service Plan Pricing Example

For \$200,000 in AWS Elemental hardware purchased:

$\$200,000 \times 20\% = \$40,000$

(20% of AWS Elemental hardware price)

Total = \$40,000

PURCHASING AWS ELEMENTAL SUPPORT SERVICE PLANS

AWS Elemental Support Service Plans are prepaid and cover 12-month terms that are renewed annually.

PURCHASING SERVICES FROM OUR AWS ELEMENTAL ADVANCED SUPPORT PROGRAMS

If you are interested in engaging with AWS Elemental Customer Success for accessing one of our AWS Elemental Advanced Support Programs, like [Media Event Management \(MEM\)](#), please contact your Account Manager to get more information and a custom pricing proposal.

YOUR SUCCESS IS OUR GOAL

Choose your AWS Elemental Support plan and contact AWS Elemental Sales

Commitment to customer success has given AWS Elemental an outstanding reputation for service and support. AWS Elemental's goal is to continue to build on this strength through trusted partnerships with our customers, a solid service and support infrastructure and dedication to meeting your needs. For more information about AWS Elemental Support Services plans and offerings, contact us at <https://pages.awscloud.com/AWS-Elemental-Appliances-Software-ContactUs> or contact your local sales representative.