

# Pelco Professional Services

## Advanced Phone Technical Support

Your video surveillance system is important and no one understands this better than Pelco's support team. When you purchase products or solutions from Pelco, you're also backed by one of the most experienced world-class technical support teams in the industry.

Pelco's Advanced Technical Support Team is your next line of defense when help is needed beyond the typical configuration and installation questions.

With access to our Advanced Technical Support Team, you'll be able to leverage a team of regional support specialists and engineers that will help you troubleshoot the toughest issues and get you on track to a resolution.

### Service Features

- Access to our Advanced Technical Support (Second Level) Team
- Engineering collaboration when necessary
- Phone, email and remote support
- Per Support Incident or Unlimited Plans
- 24x7 plans available.

### Pricing and Availability

Contact your Pelco representative for pricing.

Unlimited Packages	
PHSUP-ADV	1 year of unlimited incident escalations for up to 5 authorized users to our Advanced Technical Support (Second Level) Team during regional business hours. All support incidents are first triaged through our Basic Support (First Level) Team. For systems with up to 1,500 connected cameras.
PHSUP-ADV-PLUS	1 year of unlimited incidents with direct access for up to 5 authorized users to our Advanced Technical Support (Second Level) Team during regional business hours. For systems with up to 1,500 connected cameras.

Single Incident Options	
PHSUP-1-INCID	1 support incident escalated to our Advanced Technical Support Team.
PHSUP-5-INCID	5 support incidents escalated to our Advanced Technical Support Team.

Extended Hours & Weekends (24x7)	
PHSUP-EH-24IN	1 year of after-hours and weekend access to our Advanced Technical Support Team for up to 24 incidents.

Unlimited Package Add-Ons	
PHSUP-1AUTHUSR	1 additional authorized user for unlimited packages.
PHSUP-1ADDCAM	1 additional channel of support for unlimited packages.

## Terms and Conditions

- All single support incidents must be used within 1 year of purchase.
- Incidents are triaged and prioritized based on the criticality of the issue. The most critical issues will be handled first.
- Although Pelco Technical Support will work diligently to address your situation, due to the various system complexities and each customer's unique situation, not all incidents will result in a fix. A support incident is considered resolved when a support agent has provided one or more reasonable solutions. A solution may include but not limited to the replacement, repair, upgrade, reconfiguration or redesign of an installed product or system.
- Network design, configuration and troubleshooting is not implied or part of this service. Network support services are available for an additional fee.
- Third-party product and/or integration support is not implied or part of this service.
- On-location support is available for an additional fee.
- Please see the technical support reference guide on [pelco.com/support](http://pelco.com/support) for additional terms and conditions.

