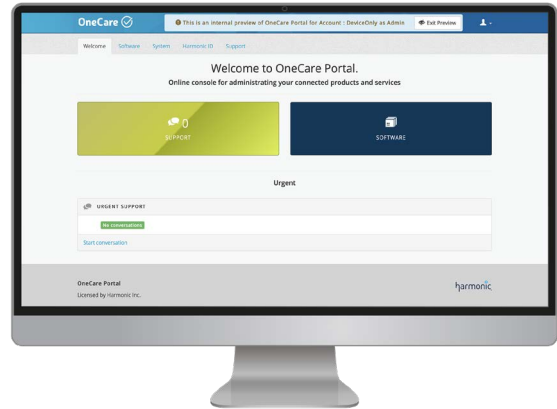


OneCare

SERVICE AND SUPPORT



CUSTOMER-FOCUSED, COMPREHENSIVE SUPPORT

Harmonic’s passion for video extends far beyond developing products, we are committed to your success. We’ve brought together a global team of industry professionals, ready to assist you 24/7. We use our experience in video appliance support to optimize your video infrastructure system uptime – so you can focus on your business.

Harmonic’s OneCare™ service level agreement (SLA) plans raise the bar for world-class hardware and software support. You’ll have peace of mind with comprehensive, extended service and support for all Harmonic video systems. Choose between Standard, Premium or Platinum packages based on your infrastructure and business objectives. OneCare plans are tailored for traditional hardware-based products and our newest software-based systems running on off-the-shelf servers.

Your choice of plan will be based on four key factors:

The economic impact of system downtime	Your self-support capabilities	The complexity of your infrastructure	Your number of on-site spares
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All of our OneCare SLA packages cover hardware as well as software, including access to the latest software releases. The Standard OneCare SLA is ideal for most operations where the economic impact of downtime is relatively low and self-support capabilities are significant. The Premium and Platinum OneCare SLAs are preferred for operations where the economic impact of downtime is high, or self-support capabilities are limited.

With each package you’ll have access to the OneCare portal to track progress on your cases, access new software releases, discover release notes, and more. The one-stop portal accelerates case investigation and closure by streamlining the support and dialogue with our Technical Assistance Center (TAC) team.

HIGHLIGHTS

- Comprehensive service and support
- Encompasses all Harmonic video appliances
- Available 24/7/365 TAC access
- Choice of plans to meet your self-support capabilities and infrastructure complexity
- Access to software releases via the OneCare portal
- Priority case management and escalation
- Fast, predictable response times
- Industry-leading field engineer expertise



	STANDARD	PREMIUM	PLATINUM
Support availability	Monday-Friday, 8 a.m.-5 p.m., local time; severity 1 support: 24/7/365	TAC support for all severity levels: 24/7/365	TAC support for all severity levels: 24/7/365
OneCare portal access	Yes	Yes	Yes
Harmonic University access	Yes	Yes	Yes
Severity 1* response time	1 Hour	30 Mins	10 Mins
Severity 2* response time	4 Hours	2 Hours	1 Hour
Severity 3* response time	8 Hours	4 Hours	2 Hours
Workaround for Severity 1	No	No	4 Hours
Workaround for Severity 2	No	No	8 Hours
New software release availability¹	Yes	Yes	Yes
Onsite availability²	Time & Material Rate	48 Hours	Next Business Day
Severity 1 Onsite availability²	Time & Material Rate	24 Hours	12 Hours
HPE branded hardware	Hardware part shipment max. 20 days	Hardware part shipment within 5 days	HW resolution time within 5 days
Non-HPE branded hardware	Advance exchange within 5 days, upgradable to 3 days, or next day	Advance exchange within 3 days, upgradable to next day	Advance exchange within 3 days, upgradable to next day

¹ OneCare does not entitle customer to any professional service with respect to upgrade implementation.

² Limited on-site.