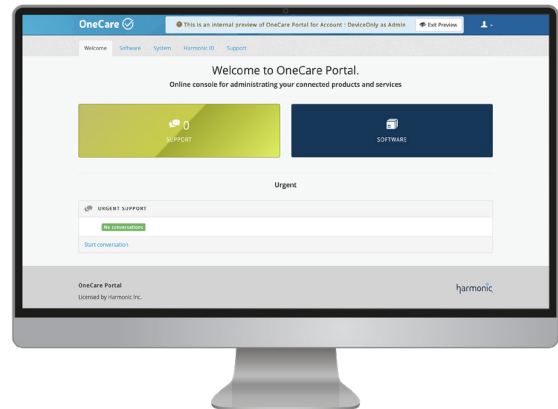


OneCare



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 Basic, Standard and Premium 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

All OneCare SLA packages entitle customer to software support, including access to the latest software releases. Additionally, Standard and Premium SLA include hardware support as well. The Basic and Standard OneCare SLA options are suitable for operations where the economic impact of downtime is acceptable or the self-support capabilities are significant. The Premium OneCare SLAs is recommended 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



	BASIC	STANDARD	PREMIUM
Support availability	Monday – Friday 8am – 5pm local time Severity 1 support: 24/7/365	Monday – Friday 8am – 5pm local time Severity 1 support: 24/7/365	24/7/365 for all severity levels
OneCare Portal access	Yes	Yes	Yes
Harmonic University access	Yes	Yes	Yes
Severity 1 response time	4 Hours	1 Hour	30 Mins
Severity 2 response time	Next business day	4 Hours	2 Hours
Severity 3 response time	Two business days	8 Hours	4 Hours
New software release availability¹	Yes	Yes	Yes
Onsite availability	N/A	Time & Material Rate. Availability based on mutual agreement	Included. Availability based on mutual agreement
Severity 1 onsite availability	N/A	Time & Material Rate. Availability based on mutual agreement	Included. Availability based on mutual agreement
HPE branded hardware	NA	Hardware part shipment within max. 20 calendar days	Hardware part shipment within 5 business days
Non-HPE branded hardware	NA	Advance exchange Shipment within 5 business days Upgradable to 3 or next business day	Advance exchange Shipment within 3 business days Upgradable to next business day

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