



RGB's Customer Services

At RGB Networks we understand the critical role our video processing products play in your network and we are dedicated to supporting you through successful deployments and beyond. Our operation is very nimble and we are able to respond quickly to your needs. Whether you require telephone support, a replacement unit or you need one of our highly experienced field engineers to visit your site, we won't rest until your network is up and running smoothly.

"The caliber of technical support RGB provides is phenomenal— I don't know how you could improve upon it other than having a tech sit in my headend 24 hours a day. Equipment vendors in the industry should take note of the service RGB provides."

—BILL GORDON, HEADEND TECHNICIAN,
CROSSLAKE COMMUNICATIONS

When you choose digital video solutions from RGB Networks, you not only get the most advanced technology in the industry, you get a partner who will listen and work with you through all the challenges of network integration. The members of RGB's support team have broad experience in cable, telecom and IP networking technologies and a deep understanding of video.

We make problem resolution our top priority with rapid response, immediate problem diagnosis and trouble-shooting, site visits, and on-site product training.

RGB has a rapidly growing global installed base, and no matter where you are in the world, assistance from a knowledgeable representative is always within reach. Whether you bought direct from RGB or through one of our trusted partners, we have a world-wide network of experienced service professionals to support you at every phase of the network lifecycle. Your operation is 24/7 and we're there to help you whenever you need us.



“RGB’s unparalleled customer service and support has allowed us to deploy their products easily without taking our focus away from our customers.”

—TENZIN GYALTSEN, CABLE TELEVISION DIRECTOR
SAN BRUNO CABLE

Professional Services

The value RGB Networks brings to your network doesn’t stop with our award-winning products. Our advanced solutions are backed by a team of professionals dedicated to ensuring the success of your team through support services designed to maximize your investment in RGB technology. Our people are there for your people.

Overview of RGB’s Installation Services: Direct Customers

RGB offers two standard on-site installation packages, with a duration of one-and-a-half or five days. Each package provides installation* at one or more locations within driving distance of each other and includes the following:

- Software set-up and upgrades to the latest RGB software
- Detailed “over-the-shoulder” training, including tech tips
- Troubleshooting, as needed
- Instructions for accessing the RGB support web site
- EasyUpdate software program, free of charge, which can be used to easily upgrade RGB products
- Post-install remote support, as needed, to resolve any open issues

* Wiring and racking of equipment is to be done by customer.

Overview of RGB’s Training Services: Direct Customers

RGB Networks offers a flexible training program designed to satisfy the specific requirements of each customer. RGB’s formal training program consists of a mixture of the modules described below, which can be covered in one to one-and-a-half days. Each class is designed to support up to 20 participants.

- Module 1: “**It’s a Simulcast World**”—A discussion of analog, digital, simulcast and switched broadcast technologies.
- Module 2: “**The VIA Platform**”—A review of each of RGB’s products based on the Video Intelligence Architecture™ (VIA) Platform and their many features.
- Module 3: “**MPEG Basics**”—A detailed look at MPEG, DVB, HDTV and statistical multiplexing technologies. All of the tables and timing sources involved in MPEG transport streams will be examined.
- Module 4: “**Networking Basics**”—A basic overview for headend technicians just learning about networking. Includes a discussion of multicast, IGMP and the differences between v1, v2 and v3.
- Module 5: “**DPI, VOD and SDV**”—A detailed examination of digital program insertion (DPI), video-on-demand (VOD) and switched digital video (SDV) environments. This module will cover RF, port mapping, VOD transrating, detailed DPI specs, and how RGB’s product lines fits into these architectures.
- Module 6: “**VIA Hardware Installation**”—A detailed look at RGB’s VIA hardware and how to install it.
- Module 7: “**SEP Software**”—A thorough look at RGB’s Simulcast Edge Processor (SEP) software and how to configure it.
- Module 8: “**BNP Software**”—A thorough look at RGB’s Broadcast Network Processor (BNP) software and how to configure it.
- Module 9: “**MMC Software**”—A thorough look at RGB’s Modular Media Converter (MMC) software and how to configure it.
- Module 10: “**USM Software**”—A thorough look at RGB’s Universal Scalable Modulator (USM) software and how to configure it.
- Module 11: “**DBM Software**”—A thorough look at RGB’s Dynamic Bandwidth Manager (DBM) software and how to configure it.
- Module 12: “**Troubleshooting & Maintenance**”—A detailed review of upgrades, recoveries, and troubleshooting of both RGB products and external issues.

“In addition to its impressive BNP, RGB also pleased us with their exceptional service and support, which helped us tremendously.”

—FAY JANDREAU, PLANT MANAGER,
MIDSTATE COMMUNICATION

Maintenance Services

Our comprehensive hardware and software maintenance and warranty services are designed to support you throughout the life of your RGB products. Whether you require a hardware repair, software upgrade or live telephone support through our Technical Response Center, we have the people and services in place to meet your needs.

Overview of RGB's End-User Warranty & Maintenance Services: Direct Customers

Initial Hardware Warranty

All RGB hardware products come with a one-year initial warranty from date of shipment.

If your product fails within 24 hours of initial power-up and within 90 days of receipt of the shipment, it is considered dead on arrival (DOA) and should be returned to RGB under the initial hardware warranty.

Extended Hardware Warranty

RGB customers have the option to purchase an extended hardware warranty to cover any out-of-warranty hardware products for up to three additional years after the expiration of the initial warranty period. Customers must provide written notice to RGB before the expiration of the initial warranty period. The extended hardware warranty fee is 3% of the product price per year.

The extended warranty begins on the date the initial warranty period or previously extended warranty period ends.

Out-of-Warranty Hardware Maintenance

RGB will use commercially reasonable efforts to provide out-of-warranty hardware maintenance for two years after the expiration of the initial warranty period. A repair fee will apply based on reasonable labor and material charges associated with the repair.

Advanced Hardware Replacement

This add-on service provides next-business-day advance replacement, excluding holidays, for defective hardware within the continental United States, provided the customer complies with RGB's Return Material Authorization (RMA) process. Product must be in warranty to subscribe to advance replacement. The advance replacement fee is 2% of the product price per year.

A return label and waybill will be included with the advance replacement shipment. The defective product should be returned in the same box within 30 days.

Return Material Authorization (RMA) Process

Should an RGB product require service, the customer should promptly return the product to RGB in accordance with RGB's Return Material Authorization (RMA) process. Contact RGB Customer Support at 1.877.RGB.NETW or +1.408.701.2800 for more details.

Initial Software Warranty

Pre-installed software from RGB is under warranty for the first ninety days from date of shipment.

Support and Software Maintenance

Support and software updates, including enhancements and maintenance releases, are included as part of the original purchase price for the first year from date of shipment. Extended warranty maintenance can be purchased for up to three additional years. The extended software warranty fee is 5% of the product price per year.

Software Upgrades

Software upgrades, which include substantive new features and/or functions, are available for purchase at the current price for the applicable upgrade.

Technical Response Center (TRC)

24x7 remote telephone support is available to all customers, excluding public holidays, with guaranteed response time varying with the severity of the issue. Services include:

- Telephone assistance for hardware and software installation
- Downloadable software updates
- Assistance running product diagnostics
- Troubleshooting, bug identification and fault isolation provided via web, telephone or e-mail
- Access to online diagnostics and debugging tools
- Access to online knowledge base including case status, known issues, technical bulletins and other online product information
- Problem escalation for non-outage situations during RGB's normal business hours

RGB may, at its sole discretion, provide on-site support for problem resolution.

Ordering

To order services for any RGB product, please contact RGB Customer Service or your sales representative.

Please see current RGB Networks Support & Maintenance documentation for warranty details and specifications.

Non-Direct Customer Services

If you purchased your RGB equipment through one of our reseller partners, please review your original contract and contact them directly for any questions regarding support services.

Contact Us

From inside North America:

1.877.RGB.NETW (1.877.742.6389)

From outside North America: +1.408.701.2800

support@rgbnetworks.com

www.rgbnetworks.com

All offerings outlined in this document are for direct customers of RGB Networks, not supported through a third-party reseller.

All offerings contained in this document are subject to change without notice.



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About RGB Networks

The video visionaries that founded RGB Networks knew that big changes were coming in the video entertainment industry that would require more sophisticated video processing capabilities than were currently available. They put their expertise in digital television, re-statistical multiplexing techniques and RF technology to work and developed a new class of products that have transformed the video delivery landscape beyond the traditional broadcast model to a personalized architecture that supports the growing need for on-demand and switched services.

Delivering video at orders of magnitude higher densities with better quality, RGB's innovative new technology enables the delivery of the revenue-generating, yet bandwidth-hungry services that operators must now offer to stay competitive in a digital world.

By rethinking and redesigning the way video had been processed to-date, RGB's new approach yields flexibility and scalability beyond anything that previously existed. It is now the foundation for a new family of products that are changing the delivery of video forever.

RGB's Product Family

RGB's advanced products improve the economics of today's video offerings and enable the delivery of a new generation of addressable, revenue-generating video services.

RGB's Broadcast Network Processor (BNP): The industry's most advanced digital video processing platform performs high density grooming, statistical multiplexing, transrating, digital program insertion (DPI) and digital overlays.

RGB's Dynamic Bandwidth Manager (DBM): The industry's only real-time, low-latency VOD and SDV bandwidth optimization solution allows operators to deliver 50% more services within existing bandwidth.

RGB's Modular Media Converter (MMC): Performs high density ASI-to-GigE and GigE-to-ASI conversion, expediting the deployment of advanced video services over IP.

RGB's Modular Video Processor (MVP): The industry's first high density, carrier-class platform for the delivery of IP-based MPEG-4/H.264 and MPEG-2 video services.

RGB's Simulcast Edge Processor (SEP): Simplifies digital simulcast applications with the industry's highest density solution for edge decoding, modulation and upconversion.

RGB's Universal Scalable Modulator (USM): The industry's highest density edge QAM expedites the deployment of advanced digital video services in VOD, SDV and broadcast environments.