



**tightrope media systems**  
CUSTOMER ASSURANCE



It is our duty to provide unbelievable customer service at all times and in everything we do.



## SILVER ASSURANCE

Tightrope Media Systems leads the industry with the most comprehensive support system available—including with every system.

Go beyond excellent support by adding our Silver Assurance package, which gives you access to the latest releases of our software, available for download on your schedule.

Silver Assurance packages are purchased annually. They include all of the fantastic benefits highlighted below.

	Registered	<b>Silver</b>	Gold
1st Year Hardware Warranty	●	●	●
1st Year Software Warranty	●	●	●
Ninety Days Software Upgrade Warranty	●	●	●
Forum Support	●	●	●
Email Support	●	●	●
Chat Room	●	●	●
Knowledgebase	●	●	●
Online Ticket Submission	●	●	●
Telephone Support	●	●	●
Software Upgrades		●	●
Priority Telephone Support			●
Upgrade Assistance			●
Annual Telephone Training Allowance			●
Hardware Warranty with Priority Service			●

\*Silver Assurance packages purchased with new systems are available in 1, 2 and 3 year increments. Contact Tightrope Media Systems for purchasing options on existing systems.

\*Silver Assurance upgrades apply to software updates only and does not provide coverage for hardware upgrades, warranty, or assistance in installing upgrades.

\*Assurance packages apply to products licensed to you at the time of the package's effective date. Important limitations apply, see a Tightrope Media Systems dealer for details.

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