



Software Maintenance Program & Software Upgrade Program

Combining to give you the support you need now and the peace of mind for the future

Your investment in SeaChange products and services is an investment in your business. And to ensure you're maximizing that investment, two things are essential:

1. Reliable and experienced technical support to maintain your current software release
2. A long term plan to make sure you have the most current technology – supporting the latest features and functionality to help you deliver the latest revenue-generating platform and services to improve customer satisfaction and reduce churn

SeaChange offers two solutions to fulfill all of these needs and give you the peace of mind of knowing you're covered now, and in the future.

Software Maintenance Program (SMP)*

The SMP offers outstanding benefits to maintain the software release you own. Your first year of the SMP is included in the original purchase price as part of the 12-month warranty and it is self-renewing year over year. Benefits of this program include:

- 24x7 telephone and online support via our Technical Help Desk
- Remote diagnostics to identify and resolve issues electronically
- Software fixes and service packs for your specified version of software
- Access to SeaChange service organizations located in six countries worldwide
- SeaChange Alerts and Notifications
- Access to our online Knowledge Base tool
- Access to additional Client Self Services via the web

Axiom On Demand Software Upgrade Program (SUP)

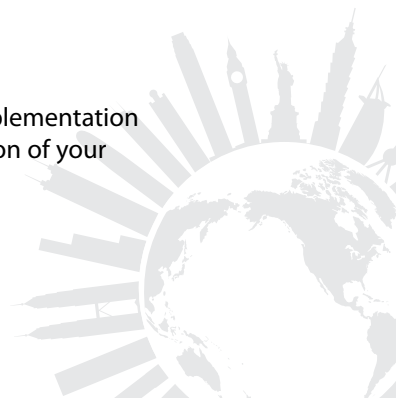
The SUP augments the Software Maintenance Program and delivers the easiest and most cost-effective way to stay current with the newest technology. Enrollment in this annual subscription program delivers the additional benefits of:

- New versions of Axiom On Demand core software components as they are released (based on the licenses you own at the time of enrollment in the program)
- Discounted cost from traditional upgrade costs – the SUP charges 20% of the full license fee (versus 50% of the full license fee for 'one-off' upgrades)
- Access to our Upgrade Program Extranet, with moderated discussion groups, software plans, and unique diagnostic tools and utilities
- BONUS: Axiom On Demand customers who've invested in more than 20,000 streams are also entitled to free ReStart TV matching licenses

And don't forget, our expert Professional Services team is always available to provide you with Implementation Services, Integration Services, Solutions Engineering, and Educational Services, as well as installation of your new software releases**.

* This document focuses on Software Maintenance only. For hardware maintenance information, please speak to your local Sales Representative.

** Installation services and fees are not included in the SUP.



The Software Maintenance Program (SMP) and the Axiom On Demand Software Upgrade Program (SUP) work in tandem to keep you and your business at the top of your game.

Benefits	Software Maintenance Program	Software Upgrade Program
24/7 telephone and online support services	✓	
Access to Knowledge Base and other Self Services	✓	
Software fixes and service packs	✓	
New software releases received automatically		✓
Access to Upgrade Program Extranet		✓

Want to learn more? You can find more information on our website or by clicking the links below.

- [SeaChange Technical Support](#)
- [Axiom On Demand Software Upgrade Program](#)



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