



tightrope **media systems**
CUSTOMER ASSURANCE



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



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

Bring it to the next level by adding our Gold Assurance package, which extends the hardware warranty, includes software updates, update assistance, annual training and more!

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

	Registered	Silver	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			●

*Gold 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.

*The Gold Assurance upgrade benefit applies only to software and does not provide for hardware 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.

tightrope media systems

800 TRANSFER RD, SUITE 1B . SAINT PAUL, MN . 55114 . (866) 866-4118 . WWW.TRMS.COM

©2008 Tightrope Media Systems Corporation. All rights are reserved. Cablecast and Front Door are either registered trademarks or trademarks of Tightrope Media Systems in the United States and/or other countries. Other products and company names mentioned herein may be trademarks of their respective owners. Tightrope Media Systems reserves the right to make changes to specifications at any time and without prior notice. The information contained herein is believed to be accurate and reliable, however no responsibility is assumed by Tightrope Media Systems for its use, nor any infringement of patents or rights of third parties resulting from its use. Printed in the USA.

