

**GOLD SEAL™**  
MAINTENANCE PROGRAM

# SETTING THE GOLD STANDARD

*Gold Standard*



Telephone: (630) 355-8600  
Toll Free: (877) 446-5373

# GOLD SEAL SUPPORT

*Gold Standard*

## Setting the Gold Standard for Service in the Conferencing Industry

You can count on the Gold Seal Maintenance Program to provide world-class service and investment protection through its industry certified customer service technicians and professional training department. Allow Gold Seal to manage your conferencing service and support needs so you can focus on your primary business.

### **Key Benefits of Gold Seal Service & Support:**

**24-Hour Technical Support:** The Gold Seal Technical Support Center provides unlimited telephone support twenty-four hours a day, seven days a week. Live video support (over IP and ISDN) is available from 7AM-7PM Central, Monday through Friday. The Gold Seal Customer Service Technicians are able to assist you with any operational or troubleshooting requirements, including basic operation, network connectivity and remote diagnostics.

**24-Hour Video Test Facility:** The Gold Seal Video Test Facility is available twenty-four hours a day, seven days a week for testing and troubleshooting over both IP and ISDN networks.

**Unlimited Product Training:** The Gold Seal Training Department provides unlimited, customizable product training on the video or audio system for which Gold Seal was purchased. Training is conducted over video (via IP or ISDN) Monday through Friday by appointment.

**Next Business Day Product Replacement:** Gold Seal provides Next Business Day Replacement of covered equipment to ensure minimal down-time. All shipping costs are covered by Gold Seal.

### **Become a *Gold Seal* Member Today!**

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**Gold Seal offers seamless maintenance and support. We focus on your conferencing support and service needs while you concentrate on your business at hand!**

