





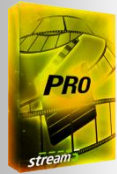









 Support	 Availability	 Response Time	 Inclusive-Support COCKPIT	 Inclusive-Support API, Ad Server, Stream5 Core, Malfunctions
Product Packages	Our customers have different possibilities at their disposal for getting in touch with our stream5 team quickly:	Requests can be made at any time from 09.00 - 17.00. When doing so, please observe the response time for your product package.	The response time specifies how your support request is taken up. In some cases, your request can be answered successfully within the response time.	How are videos loaded into COCKPIT? How can I change the look & feel of the player? We will be happy to answer your questions about COCKPIT – as often as you want!	It goes without saying that malfunctions caused by bugs in the stream5 system are processed without charge. Fundamentally, the following unique inclusive support applies:
	E-Mail Support	on weekdays: 9:00 - 17:00	< 8 working hours	unlimited	not available
	E-Mail Support	on weekdays : 9:00 - 17:00	< 8 working hours	unlimited	not available
	E-Mail Support + Hotline	on weekdays : 9:00 - 17:00	< 4 working hours	unlimited	2h inclusive (s5-FLEX)
	E-Mail Support + Hotline and decided contact person	on weekdays : 9:00 - 17:00	< 4 working hours	unlimited	4h inclusive (s5-FLEX)

Support Package	 Availability	 Response Time	 Inclusive-Support COCKPIT	 Inclusive-Support API, Ad Server, Stream5 Core, Malfunctions	 Charges per month
<p>In order to achieve maximum performance when working with s5 technology, stream5 offers different support packages which are constantly enhanced and brought up to date.</p>	<p>Depending on the support package, our employees are available around the clock to guarantee your company's optimal availability, even with procedures that are crucial for your system:</p>	<p>The response time specifies how your request is taken up. In some cases, it is possible to answer your request successfully within the response time.</p>	<p>How are videos loaded into COCKPIT? How can I change the look & feel of the player? We will be happy to answer your questions about COCKPIT – as often as you want!</p>	<p>Malfunctions caused by bugs in the stream5 system are processed without charge. Depending on your support package, an unlimited number of other support requests are also free of charge:</p>	<p>Your company relies on video technology from stream5 to satisfy the growing demands on the Internet. You can optimize your resources by choosing a support package that best suits your individual requirements.</p>
	<p>00:00 - 23:59</p>	<p>direct response</p>	<p>unlimited (on weekdays: 08:00 - 20:00)</p>	<p>unlimited</p>	<p>1.500,00 €</p>
	<p>on weekdays: 08:00 - 20:00</p>	<p>< 4 working hours</p>	<p>unlimited</p>	<p>unlimited</p>	<p>800,00 €</p>
	<p>on weekdays: 09:00 - 17:00</p>	<p>< 8 working hours</p>	<p>unlimited</p>	<p>unlimited :100,- € / h Support</p>	<p>-----</p>