

STARSERVICE

Support Service Program

The StarService™ program offers you comprehensive, flexible, and cost-effective support services to assure your success in the complex world of multimedia networking. With StarService, you can take advantage of Starlight Networks' extensive technical expertise and years of experience as the premier provider of multimedia networking products.

StarService reflects Starlight's goal of completely satisfied customers and our philosophy of providing a variety of options to our customers. You can choose the StarService plan that best meets your support requirements and business objectives — either the Standard, Priority, or Premium annual subscription.

All of the StarService support plans provide online services and telephone support during published hours with guaranteed response times to your calls. You can rest assured that someone from Starlight is available to help troubleshoot your problems or clarify instructions on product installation or usage. Starlight's escalation procedures provide quick problem resolution, and the software release notification and delivery services allow you to take rapid advantage of enhancements and improvements in Starlight's software products.

Priority and Premium support customers automatically receive Starlight's Technical Support Notices and can take advantage of online diagnostics through dial-in access to Starlight's support systems. And, if you have extensive support requirements, Starlight Networks offers dedicated technical account management with the Premium support plan.

In addition, if you require support beyond the current StarService offering, such as consulting services, 24 hour access to Starlight's support line, onsite technical assistance, or periodic technical briefings by Starlight, contact your Starlight Representative to negotiate a specialized, incremental support arrangement. Starlight will work with you to provide whatever it takes for your success.



Extensive technical expertise and years of networked multimedia experience

Standard, Priority, Premium, and customized support plans to match your business objectives and support requirements

Quick problem resolution through guaranteed response times and published escalation procedures

Support you can count on, all day long with published hours for phone access to Starlight Networks

Available through phone, fax, and online support bulletin boards; software diagnostics through dial-in access to Starlight Networks' servers

Discounts on technical training and subsequent years' annual support subscriptions



StarService Support Plans

Benefit	Standard Plan	Priority Plan	Premium Plan
Electronic services	E-mail and fax access to Starlight customer support Access to online support bulletin boards and FTP server	E-mail and fax access to Starlight customer support Access to online support bulletin boards and FTP server	E-mail and fax access to Starlight customer support Access to online support bulletin boards and FTP server
Telephone support	8:00 am – 5:00 pm (PST) M–F, excluding Starlight holidays Guaranteed 4 hour response Up to 10 hours per month 1 authorized caller per software license	6:30 am – 5:30 pm (PST) M–F, excluding Starlight holidays Guaranteed 4 hour response Up to 20 hours per month 2 authorized callers per software license Calls prioritized over Standard Support calls	6:30 am – 5:30 pm (PST) M–F, excluding Starlight holidays Guaranteed 2 hour response Up to 30 hours per month 3 authorized callers per software license Calls given first priority
Technical notices		Receipt of Starlight's periodic Technical Notices	Receipt of Starlight's periodic Technical Notices
Dial-in diagnostics		Dial-in diagnostics. Requires modem connected to customer's Starlight system	Dial-in diagnostics. Requires modem connected to customer's Starlight system
Software release notification and delivery	Notification of minor updates and bug fixes; free delivery upon request Notification of major functionality upgrades; requires upgrade purchase	Notification of minor updates and bug fixes; free delivery upon request Notification and delivery of major functionality upgrades for no additional upgrade fee	Notification of minor updates and bug fixes; free delivery upon request Notification and delivery of major functionality upgrades for no additional upgrade fee
Discount on training and annual support	10% discount off next year's Standard Support plan	10% discount on one technical training class at Starlight's headquarters during the support subscription year 15% discount off next year's Priority Support plan	10% discount on one technical training class at Starlight's headquarters during the support subscription year 20% discount off next year's Premium Support plan
Technical account management	Published escalation procedures for quick problem resolution	Published escalation procedures for quick problem resolution	Published escalation procedures for quick problem resolution Dedicated Account Support Manager assigned

For More Information, contact:

John Greene, Director of Customer Services
Starlight Networks, Inc.
(415) 528-6241