

VIDEO

PREMIUM SERVICE LEVEL AGREEMENT

GUARANTEE QUALITY OF SERVICE FOR YOUR PEACE OF MIND

At Eutelsat, we commit to clear and measurable targets to manage your business-critical operations and avoid dissatisfied customers or revenue loss.

PREMIUM SERVICE LEVEL AGREEMENT

We offer a high level of end-to-end managed service uptime and performance:

- // Single customer interface for simplified communication
- // Full visibility over delivery monitoring and operations
- // Fully redundant ground network architecture
- // Remote expert support when required
- // Monthly Service Availability of 99.95%
- // Dedicated service delivery manager

WHY CHOOSE EUTELSAT?

- // Quick response from somebody who knows your services
- // Single point of contact for satellite and ground segment operations
- // Shortest response times in case of incident (15 mins for critical incidents)
- // Best video distribution quality of service

What can we do for you? Please visit
www.eutelsat.com/enquiries





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 **eUTELSAT**
Infinite connectivity