

# Support for Aspera Software Products

## Premium Service Program

### AT A GLANCE

#### Key Program Features

- 3 support centers around the world: Emeryville, CA USA; Singapore; Sophia-Antipolis, France
- 24/7 support number with Aspera technicians available 24 hours a day, 7 days a week
- Priority access to senior technicians
- Guaranteed 4-hour response time
- Free maintenance software upgrades
- Free major software upgrades
- Beta program participation

### WORLD-CLASS SUPPORT & MAINTENANCE

Aspera prides itself on outstanding customer care and provides technical support and software maintenance services that ensure successful deployment and worry-free operations of all our software products.

Our premium support program is specifically designed to give you complete peace of mind when critical aspects of your business rely on high-speed Aspera transfers.

### EXPERT TEAM AT YOUR SERVICE

You can relax knowing that you have priority access to the senior Aspera technicians on our highly qualified and dedicated service team who are ready to assist you with any problem, from basic operations to mission-critical issues. With three support centers around the world, our technicians are available to help you 24 hours a day, 7 days a week, with a guaranteed 4-hour response time.

### MAXIMIZED ROI ON YOUR ASPERA SOFTWARE INVESTMENT

In addition to expert advice, the program also provides you with eligibility to receive all upgrades for your Aspera products at no additional cost for the duration of your program subscription. You will receive our maintenance upgrades that enhance your experience with our products, as well as the major releases that bring powerful new capabilities. Our service team will work with you to assure smooth, worry-free migrations.

### BECOME A HIGH-SPEED DATA TRANSPORT PIONEER THROUGH OUR BETA PROGRAM

If your business thrives on being at the leading edge of technological innovation, Aspera offers you a chance to participate in our beta program for select customers. Become the first to benefit from new technology breakthroughs at Aspera and help shape the next generation of high-speed data transfer products and services.

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✓	Beta program participation

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### About Aspera

The creator of next-generation transport technologies that move the world's data at maximum speed regardless of file size, transfer distance and network conditions. Based on its patented FASP™ protocol, Aspera software fully utilizes existing infrastructures to deliver the fastest, most predictable file-transfer experience. Aspera's core technology delivers unprecedented control over bandwidth, complete security and uncompromising reliability. Organizations across a variety of industries on six continents rely on Aspera software for the business-critical transport of their digital assets.

Learn more at [www.asperasoft.com](http://www.asperasoft.com)