



# INTERNATIONAL PARTNER SERVICE & SUPPORT PROCEDURES

YCD Multimedia

The YCD Support Team will provide customer service as defined and described in the YCD Business Partner Service Policy.

**Partner/Integrator** who purchases Maintenance Plan is entitled to:

- Direct access to YCD Multimedia customer support by phone, mail and self-service portal.
  - Telephone and E-mail support, Monday through Friday during YCD Multimedia's normal business hours & days. Response time guaranteed within 1 business day.
- Access to the YCD Multimedia Knowledge Base containing the latest information on issue resolutions and technical updates.
- Access to YCD Multimedia's electronic download site where product fixes are available immediately upon release.
- Notification of availability of software updates and patches within the purchased version (i.e. from 3.x to 3.y).
- Designated Customer Support Team – Designated Technical Customer Support members assigned to customer account. They will provide focused, ongoing assistance as the primary point of contact for that account, tracking customer-specific issues and requests.

**Support Contact Information:**

- Telephone Number: +972-9-957-0127
- E-Mail Support: [supportint@ycdmultimedia.com](mailto:supportint@ycdmultimedia.com).
- Telephone Support Service hours (GMT +2): Sunday-Friday: 9:00AM-6:00PM.