

WOWZA STREAMING ENGINE™ MAINTENANCE AND SUPPORT

Wowza maintenance and support protects your streaming investment by providing access to the latest feature enhancements and worldwide technical support engineers.

BENEFITS INCLUDE

- ✓ FULL SOFTWARE VERSION UPGRADES FOR MAJOR PRODUCT ENHANCEMENTS
- ✓ REGULAR SOFTWARE UPDATES
- ✓ DEDICATED EMAIL SUPPORT FROM OUR WORLDWIDE TECHNICAL SUPPORT ENGINEERS
- ✓ CASE-BASED INCIDENT TRACKING
- ✓ RESEARCH & DEVELOPMENT TEST LICENSES FOR THE LATEST VERSIONS
- ✓ ACCESS TO WOWZA MEDIA SERVER 3.X AND EARLIER LEGACY INSTALLERS

MAINTENANCE AND SUPPORT DETAILS

TARGET RESPONSE TIME	48 HOURS, EXCLUDING WEEKENDS AND HOLIDAYS
SUPPORT CHANNEL	UNLIMITED EMAIL SUPPORT
NAMED SUPPORT CONTACTS	5 NAMED CONTACTS PER ORGANIZATION

HOW TO BUY

SUBSCRIPTION LICENSES

Maintenance and support is included with your active Wowza Streaming Engine monthly subscription.

PERPETUAL EDITION LICENSES

One-year and three-year maintenance and support contracts are available for Wowza Streaming Engine™ perpetual licenses. Renewing your contract before it expires ensures you avoid maintenance and support gaps.

Simply go to [My Account > My Support](#) to purchase

Visit wowza.com/products/maintenance-support or contact us at sales@wowza.com for more information.