



**VIAKOO**

*Ensuring Availability of  
Customer-premise Video Networks*

You might have called the “Intransa Support” phone number.  
You were redirected to Viakoo Customer Service.

**What happened?**

Intransa’s stockholders elected to place the company into a type of receivership.

**What does this mean to you?**

Unfortunately, this means that the 36 month Support & Warranty Parts Exchange that came with the original purchase of the Intransa equipment is no longer valid.

**What does this mean to your end user customer?**

It means that your Intransa systems are currently unsupported, no software nor hardware support.

**Who is Viakoo, Inc.?**

We provide services that *Ensure Availability of Customer-premise Video Networks*, like an “OnStar® for video networks”, a combination of technology and people.

We also sell services for the support of existing Intransa systems.

We have several ex-Intransa software & support engineers at Viakoo.

Viakoo purchased the original Intransa software source code (from the receivership).

Viakoo has several of the engineers who wrote it in the first place, so we are qualified to support Intransa products.

We provide Telephone Support and Parts Exchange services for a monthly Viakoo Subscription.

**What do I need to do to take action immediately?**

Speak with a Viakoo Managed Services Sales Specialist.

As soon as we have your Subscription in place, legally we will be able to work on resolving your current issue.

After a one-time Subscription set-up process, it will be a breeze.

Email us [Sub1@viakoo.com](mailto:Sub1@viakoo.com) or call +1-855-858-3400