# Software Maintenance and Support Handbook

Version 3.0

**Disclaimer etc.**

Our policy is one of continual development and the information in this document is subject to changes from time to time. We will notify you of any changes as soon as practically possible, typically by way of email, written notice or a posting on the Support Portal.

Efforts have been made in the preparation of this document to ensure accuracy of the contents but the information is not warranted to be error free. Statements, information and recommendations in this document do not constitute a warranty of any kind, express or implied and Vizrt makes no committment to update the information contained herein. If you find any errors, please report them to us in writing.

**Announcements**

For the latest news regarding updates, documentation and related products please visit: http://www.vizrt.com/support/product-updates.

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| 1.0 | David Joy | October 2017 |
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# 1. Introduction

This document (the "Handbook") sets out Vizrt's Software Maintenance and Support Programs (the "Software Maintenance and Support Program" or "the Program" or the "Support Program"). A Software Maintenance and Support Program presents the scope and conditions governing technical support that Vizrt makes available to its customers.

This Handbook is part of Vizrt License and Services Agreement entered into between Vizrt (or, as applicable, an authorized partner of Vizrt) and a Customer and they shall constitute the entire agreement between the Parties relating to Software Maintenance and Support.

Services included under the Vizrt Software Maintenance and Support Program fee include online learning within Vizrt University, Software releases and Technical Support which is a reactive support programme, delivered via our ticketing system, Salesforce.

Vizrt technical Support is generally available for all Vizrt software products and Solutions, unless stated otherwise in the Support Program. Vizrt Support will only be provided in respect of products and Solutions that are properly licensed, subject to the terms set out in the Support Program.

Technical support is provided for Cases that are demonstrable in the currently supported version(s) of a Vizrt licensed product or Solution, running unaltered, and on the hardware, database and operating system configurations specified in your order or other agreed program documentation.

For the avoidance of doubt, the Software Maintenance and Support Program does not cover hardware, extensive Vizrt customizations, Third-Party customizations, requests for ad-hoc software implementation or configuration work and instructor led training. Hardware support is provided by separate agreements with respective hardware vendor. Requests for consulting and training may be scheduled accordingly with the Vizrt Professional Services organization (fees may apply).

The Software Maintenance and Support Programs do not include consulting. Such consulting will be charged separately.

Further information regarding Vizrt Support offerings are described in Section 2 of this document.

## 1.1 Definitions

"Customer Contact" shall mean the named person within the Customer's organization, certified by Vizrt to create a Support Case on behalf of Customer. To be certified, the named person must have completed the latest Viz University course for all purchased Viz software products.

"Modification" shall mean any change of functionality in the product issued by Vizrt on the Customer's behalf or by the Customer themselves.

"Party" shall mean either Vizrt or the Customer.

"Parties" shall mean Vizrt and the Customer together.

"Software" shall mean the Software package licensed by Vizrt and installed on appropriate platforms at the Customer's site and/or environment to which Customer has purchased Vizrt's Software Maintenance and technical Support services.

"Standard Software Updates" shall mean new Software versions as part of the normal evolution of the product. For the avoidance of doubt, there may be new features of the Software included in a new Software version, which are not part of the normal evolution of the product and may be licensed seperatly.

"Solution" shall mean the action(s) required preventing the reoccurrence of an issue in the product and/or any underlying causes of an issue described in a Support Case issued by the Customer.

"Support Case" or "Case" shall mean the report issued by the Customer Contact to Vizrt for the purpose of indicating a defect or issue relating to the product.

"You", "your", "Customer" and "Subscriber" refers to a company or other business entity that has contracted Support from Vizrt or an authorized distributor of Vizrt.

"We", "our" refers to Vizrt and where specifically mentioned, the Vizrt Support organization.

"8x5" shall mean 5 days a week during normal office hours (8 hours per day excluding public holidays) of the regional Vizrt Support offices in Atlanta (EST), Stockholm(CET) and Bangkok(ICT).

"24x7" shall mean 7 days a week, 24 hours per day.

"1st Line Support" shall mean the first line of incident management support, allowing the end users to have access to a designated helpdesk for assistance with Software related questions. 1st Line Support is to filter out issues caused by the user and those caused by the Software.

"2nd Line Support" shall mean more in-depth technical support performed by technical personnel who has expert knowledge on the Software. 2nd Line Support is investigating elevated issues from 1st Line Support by confirming the validity of the Support Case and seeking for known Solutions related to these more complex issues.

"3rd Line Support" shall mean the highest level of support responsible for handling the most difficult or advanced situations. "3rd Line Support" is also communicating with the original developers for in-depth analysis.

"Software Maintenance and Support Program" or "the Program" or "Support Program" shall mean the scope and conditions governing technical support that Vizrt makes available to its customers.

"Service Level Agreement" or "SLA" shall mean a defined list of services and response commitments that form part of a Software Maintenance and Support Program.

"Latest Version" shall mean a version of Vizrt Software that is most recently announced and publically released.

# 2 Vizrt Software Maintenance and Support Programs

## 2.1 Maintenance

### 2.1.1 Software Maintenance Versions

Major, Minor, Maintenance and Hotfix Versions are described in section 6.2 Version Types. Deliveries of Major, Minor, Maintenance and Hotfix Versions shall be performed as follows:

- Vizrt shall correct any part of the Software by supplying the Customer with Solutions contained in a Maintenance Version, Minor or Major Version, in accordance with the Software Lifecycle.

- A Hotfix shall contain the appropriate Software with implementation instructions.

- All versions that Vizrt determines are applicable will be available for the Customer.

- The Customer is advised to update to the next maintenance / major version when it becomes available.

### 2.1.2 Information on New Product Versions

Vizrt shall provide the Customer with regular information about when a new version is available, describing the content and how such versions are related to current versions. See [www.vizrt.com](www.vizrt.com)

### 2.1.3 Updates of Support Documents

All Solutions shall be documented and referenced in the Support Case.

## 2.2 Support Description

Vizrt Support provides customers long-term peace of mind for their investment, including access to the latest Software versions and 24x7 access to the Vizrt Support Portal.

Sections 2.2.1 is included as part of Vizrt Flexible Access offerings, and is available only to customers who have subscribed to Flexible Access.

Sections 2.2.2.1 and 2.2.2.2 cover plans available to customers who purchased a Perpetual License and a Software Maintenance and Support contract which is renewed annually with Vizrt.

Section 2.2.3 defines Ultra Level support which may be customised depending on requirements – this is available as an add on to all Flexible Access Support Programs and High Level Support Programs.

### 2.2.1 Flexible Access Support

- The Flexible Access Support Program delivers Vizrt product expertise 24x7, from experienced staff with an in-depth understanding of your Vizrt software. In addition to

resolving Vizrt software issues, access to Software version updates, access to Vizrt's onLine Support services, additional features of the Flexible Access Support Program include:

- Unlimited support for critical production-down issues, 24 hours a day, 7 days a week. Less than 1 hour initial response time for critical issues.
- Access to the VIzrt 24x7 global support organization.
- Standard Software Updates, patches and documentation, made available at no additional charge.
- Prioritized Support Case handling: Your issues are assessed for appropriate action as soon as they are received.
- Close collaboration between Vizrt Support and Vizrt R&D organization , enabling expert participation on critical issues.
- Newsletters, communities, papers, and blogs related to Vizrt products.
- Important, relevant news regarding your Vizrt products.
- Ability to open, review and update self-service support cases via the Vizrt Customer Support Portal. An open-all-hours overview of your current Support Cases.
- Remote system support, as required and agreed at the discretion of Vizrt.
- A defined issue escalation process governed by issue priority.
- The results from continuous monitoring of SLA's, Satisfaction Surveys and NPS are captured and shared with you upon request.
- Access to Viz University and entire product learning catalogue.
  - Complementary introduction to Viz University

**Advantages**

- Access to the most up-to-date Software versions
- Protect your investment with 24-hour access to the Vizrt Support Portal.
- Talk to regional Vizrt support personnel during office hours who understand your unique requirements.
- Learn how to use the latest features using Viz University.
- Have access to a growing user community to share tips and tricks.

### 2.2.2 Software Maintenance and Support Program for Perpetual License holders

### 2.2.2.1 Standard Level Support

The Standard Level Support Program is the entry level basic plan that delivers Vizrt product expertise during local office hours (8x5)  in Atlanta (EST), Stockholm (CET) and Thailand (ICT)  by experienced technical support staff with an in-depth understanding of your Vizrt software. This program includes resolving Vizrt software issues and access to standard Software version updates, access to Vizrt's Support Portal and Viz University. Please note that Advanced Feature Subscriptions (AFS) are not available to purchase under this program. In order to benefit from released AFS, an upgrade to High  or Ultra programs is required.

The standard level support program includes

- A global Support organization that meets your local requirements.
- Standard product and maintenance updates, patches and documentation, made available at no additional charge.
- Support Case handling: Your issues are assessed for appropriate action as soon as they are received under local office hours from Atlanta, Bangkok or Stockholm.
- Peace of mind: Vizrt Standard Level Support is your insurance when preparing for the unexpected.

- Ability to open, review and update self-service Support Cases via the Vizrt Support Portal. An open-all-hours overview of your current Support Cases. (Vizrt support team is available during 8x5 Mon-Fri in EST, CET and ICT timezones)
- A defined issue escalation process, governed by issue severity.
- The results from continuous monitoring of SLA's, Satisfaction Surveys and NPS are captured and shared with you upon request.

### 2.2.2.2 High Level Support

The High Level Program is our 24x7 support offering, that reflects the significance of your live production systems that are powered by a Vizrt installation. Additional features of the High level support program include:

- A global Support organization that meets your local requirements.
- Support for critical production-down issues, 24 hours a day, 7 days a week.
- Vizrt assistance over a remote link for effective critical issue resolution.
- Support Case prioritization: Targeted at 1 hour initial response time or less for production-down issues.
- Ability to open, review and update self-service Support Cases via the Vizrt Support Portal. An open-all-hours overview of your current Support Cases.
- Standard product and maintenance updates, patches and documentation, made available at no additional charge.
- Support Case handling: Your issues are assessed for appropriate action as soon as they are received and will be directed to the earliest available technical support engineer.
- Peace of mind: Vizrt Standard Level Support is your insurance when preparing for the unexpected.
- Close collaboration between Vizrt Support and the Vizrt R&D organization, enabling expert participation on critical issues.Newsletters, communities, papers and blogs related to Vizrt products.
  Important, relevant news regarding your Vizrt products.
- Remote system support, as required and agreed at the discretion of Vizrt.
- A defined issue escalation process, governed by issue severity.
- The results from continuous monitoring of SLA's, Satisfaction Surveys and NPS are captured and shared with you upon request.

### 2.2.3 Ultra Level Support

This individually focused level of service delivery is exclusively for Vizrt Customers who want to define together with Vizrt their personal, technical consultation and advanced support management needs. Together with your designated *Named Support Contact*, you develop and establish your own specific support requirements. Established with all the benefits of the Standard Level and High Level Programs, and also available as an add-on to Flexible Access Support the content of your own Ultra Level Program can include:

- Severity & Priority Case handling
- A Named Support Contact that can be used as your primary support liason to advise on support matters, escalations, special support requirements, and proactive support account engagement during local business hours
- Consistent and coordinated issue resolution with your Named Support Contact
- A scheduled review and opportunity to refine your Support Plan to reflect your evolving needs – once during the Program term
- Advisory services prior to upgrades
- Negotiated issue and escalation management for Critical Cases
- Technical Business Quarterly review

- Monthly Support review calls with your Vizrt "Named Support Contact"
- Personalized written reports on the status of your Cases, delivered monthly
- Light Configuration review – once per Program term

## 2.3    Service Levels

Vizrt Support provides a defined list of services and response commitments. In addition, Customers are granted access to Vizrt resources and knowledge repositories, as summarized below. Full access to Viz University is included in all levels.

| | | Standard | High | Ultra | Flexible Access |
|---|---|---|---|---|---|
| **First Line Support** | Availability | 8x5 | 24x7 | 24x7 (8x5 for Named Support Contact) | 24x7 |
| | Contact Channels | Portal / Phone | Portal / Phone | Portal / Phone / Named Support Contact | Portal / Phone |
| | Response Times | Critical: <2 hour, High: 4 hours, Normal: Next Business Day | Critical: <1 hour, High: 2 hours, Normal: 4 hours | Critical: <1 hour, High: 2 hours, Normal: 4 hours | Critical: <1 hour, High: 2 hours, Normal: 4 hours |
| **Second / Third Level Support** | | Engineer via Portal | Engineer via Portal | Portal + Named Support Contact | Engineer via Portal |
| **Scope** | | Portal + Remote System Access | Portal + Remote System Access | Portal + Remote System Access | Portal + Remote System Access |
| **Software Maintenance** | Fixes / Patches | ✓ | ✓ | ✓ | ✓ |
| | Standard Software Updates | ✓ | ✓ | ✓ | ✓ |
| | Advanced Feature Subscriptions | Not Available | Available for purchase | Available for purchase | ✓ |
| **Viz University** | | Access to Viz University | Access to Viz University | Access to Viz Universtity | Access to Viz University |
| **Support named callers** | | 4 | 8 | Unlimited | 12 |

**\*Support Named callers = All Customer Contacts register to access our support via the phone or support portal**

# 3 Reporting a Support Case

Your Vizrt Support organization comprises both self-help online resources and a team of highly experienced experts. When you enter a Support Case, you can expect a response within agreed time frames. This section contains guidelines to ensure optimal handling of your issue:

- Support Case Severity Level
- Response Times
- Escalation Procedures
- Creating a Support Case

## 3.1 Support Case Severity Level

The urgency of your Support Case (Case) is described with a specific *Severity Level*, set by either yourself or your Vizrt Support staff.

| Severity Level | Description |
|---|---|
| Sev1 – Critical | A Case prioritized as Sev1 Critical means the reported issue renders the Production/On-air system inoperable, or that the Software disrupts the functionality of your other systems to the extent that such systems cannot be used at all by any end user. Production/On-air means use of the covered Software, as contemplated by its accompanying documentation, by your users for your internal business purposes and not for testing purposes. |
| Sev2 – High | A Case prioritized as Sev2 High means the reported issue significantly degrades the performance of the covered Software and materially restricts part of your Production/On-air system. A workaround may already be in place to enable continuation of essential operations. The High classification does not include questions regarding end use and configuration of the covered Software. |
| Sev 3 – Normal | A Case is prioritized as Sev3 Normal means the reported issue is a question regarding end use, configuration of the covered Software or a minor defect in the covered Software which does not materially restrict your use of the covered Software for your Production/On-air system. For the avoidance of doubt, all other issues that are not Critical or High are prioritized as Normal. |

As a Solution is developed (or part thereof), the Severity Level can be modified, either by you or Vizrt Support. The severity governs Escalation Procedures.

As a general rule, a Case for a non-production system is classified at one level below that of an identical Case for a production system. Vizrt will consider in good faith your request to re-classify a Case prior to its resolution.

At all times, when receiving a Case or thereafter the Case may, depending on the circumstances, be re-classified at Vizrt's own discretion, to a higher or lower Severity Level as per the definitions described herein.

## 3.2 Response Times

The response time for a Support Case is determined by its classification.

Response times are measured from when the Case is received by Vizrt until a member of the global Vizrt Support team responds.

Response times are targets and cannot be guaranteed in all circumstances by Vizrt.

The target response times depends on the Support Program as stated in Section 2.3 Service Levels.

## 3.3    Escalation Procedures

At the Customer's request, Support Cases that have failed to achieve the desired level of progress will be escalated to Vizrt management according to these guidelines, measured from when Vizrt Support receives a Support Case.

- Cases classified as Critical will be escalated to Vizrt's Support Manager within **4 hours**; to the Regional Head of Vizrt Support after **one day**, to the Regional Director of Vizrt Customer Success after **5 days**, and, in certain Cases and at your request, to the Global Head of Customer Success after **10 days**.

- Cases classified as High or Normal will be escalated to Vizrt's Support Manager within **7 days**; to the Regional Head of Support after **21 days**, to the Regional Director of Customer Success after **60 days**, and, in certain Cases and at your request, to the Global Head of Customer Success after **90 days**.

## 3.4    Support Process

The following diagram describes the process of a Support Case from its creation through to completion

A Case will always be created and worked by the Support team members until a Solution has been provided at which point the Case will be closed.

Requests for consulting from Professional Services or Feature Ideas can be channeled to the Global Customer Success team or Product Management respectively.

# Vizrt Global Support Process

**Customer**

Support Portal → Telephone

Apply Solution → Case Resolved? → Done

**1st Line Support**

Report to local Sales/PM ←Yes— Request for Professional Services or Feature Idea —No→ Collect logs, reproduce issue and troubleshoot → Needs development or documentation? —No→ Provide Solution to Customer

Create Support Case

Close Case → Case Closed

No / Yes

**2nd line Support**

Create Case for R&D ←Yes— Reproducable? ←No— Known issue? —Yes→

**R&D**

Development → R&D Case closed

**Product Management / Professional Services**

PM Or PS takes ownership

## 3.5 Creating a Support Case

We aim to process your Support Cases efficiently. Before submitting a Support Case, it is your responsibility to:

- Consult the appropriate documentation to determine if the product is functioning as documented.

- Review Release Notes and details on the Support Portal to see if this is a known issue and/or if a Solution is available on http://www.vizrt.com/support/product-updates.

- Verify that any recent Vizrt product updates were applied correctly.

### 3.5.1 Opening a Case – Details required

When you contact Vizrt Support for discussing or initiating a Support Case, it is a requirement that you include the details listed below:

- Company Name (End user)
- Contact Name
- Phone Number
- Email Address
- If appropriate, the Partner name

To share an understanding of your situation, Vizrt needs a snapshot of the Vizrt environment. This means you must be able to inform us of the following details if requested:

- Server identities and version of operating system and any service pack
- Vizrt Product name and version
- Database server and client versions
- Timestamp and scope of last database backup
- Details of any other involved applications
- Any system customization that may be related to the Support Case

### 3.5.2 Issue Description

Identifying the root-cause of an issue requires distinct details surrounding the unexpected system behavior. It is necessary for you to provide the following when reporting a case:

- Step-by-step description of how to reproduce the issue
- Error messages, fault codes and other symptoms
- Timestamp of when the issue arose, how long it has been occurring and what other specific operations were being executed at that point
- Details of any recently implemented Software changes
- Description of any user actions performed in order to solve the issue
- An initial severity classification, see Support Case Severity Level

### 3.5.3 Diagnostic Resources

A rapid Solution will usually require these additional resources:

- Application and Server Log files
- System Event files
- Database Trace files (audits)

In addition, Vizrt may need credentials for remote access to your system. You can read more about this in the section System Access.

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## 3.6 Case Closure

Vizrt will consider a Case to be resolved and will inform you of our intention to close the case, when any of the following criteria have been met:

- We have provided a Solution that addresses your problem and agreed closure
- We have provided a Solution that addresses your problem and tried to contact you (up to 3 times in 2 weeks)
- You have told us that you no longer need us to work on the problem
- We both agree to close the Case
- We make a good faith determination that the problem is likely not resolvable even with the investment of reasonable time and resources
- We determine that your product is operating materially in accordance with its documentation (works as designed)
- We have explained that we may consider addressing your problem in a future Software version
- We feel that troubleshooting indicates that the problem is not caused by the Vizrt product
- A workaround mitigates the issue If you still need assistance on the same problem after we have closed a Case, you may open a new Case, which we will cross-reference with your original Case.

### 3.7 Contact Channels

The contact channels through which you can reach Vizrt Support are listed below.

For severity **Critical** Support Cases we strongly advise using telephone contact.

Vizrt Support Portal is advised as the contact channel for severity Normal / High Support Cases.
https://support.vizrt.com

Telephone is strongly advised for **Critical** Support Cases and during weekend hours to ensure best response times.

| | |
|---|---|
| **Americas** (toll-free) | +1 866 866 1836 |
| **EMEA** (toll-free) | 00 800 7525 7525 |
| **EMEA** (non toll-free) | +44 113 400 1017 |
| **APAC** (non toll-free) | |
| Thailand | +66 2 026 3739 |
| India | +91-9971097398 |
| Oceania | +61 2 8310 4830 |
| China | +86-400-098-2968 |

For customers outside of the above locations, please call any of the above if telephone support is required.

Support shall only be provided to customers with a valid and current Software Maintenance and Support Agreement or Flexible Access contract pertaining to the specific product(s) for which support is required. Vizrt Support reserves the right to deny service to customers without entitlement.

# 4 Commitments

Vizrt Support commits itself to serving your organization with a defined level of assistance. In return, we anticipate that you provide Vizrt with a defined set of details about your system and circumstances surrounding any request for assistance. We present these expectations in detail below.

- Our Commitments

- Your Commitments

## 4.1 Our Commitments

### 4.1.1 System Access

Vizrt personnel, agents, representatives and sub-contractors shall comply with your rules regarding access to the location and systems that you notify in advance. Vizrt shall not modify, repair or alter in any way (whether indirectly or directly) any of your equipment or facilities, except where reasonably necessary to fulfill its contracted support obligations, and only then with your consent.

If you grant Vizrt access to any of your computer systems, whether directly or remotely, Vizrt shall comply to our best reasonable effort with your security and other procedures and requirements that you notify in advance. Vizrt will ensure compliance with your current vetting requirements before permitting our support staff access. The scope of this access will only cover necessities within your Software Maintenance and Support Agreement.

### 4.1.2 Software Lifecycle

In general, Vizrt will support each Major and Minor version (for example 3.1) of your Vizrt Software for a period of 24 months after Vizrt has made available the subsequent Major and Minor version (following the example above, the *next subsequent version* is 3.2) available to Support Program subscribers.

- See section System Software Versions for a description of Software Versions.
- With respect to the previous latest Major and Minor version, the 24 months support that Vizrt provides is only for Critical issues.
- For Minor and Maintenance versions, Vizrt only commits to fixes to the latest Minor version.
- We will grant access to our Support Portal, regardless which Vizrt Software version you are running.

### 4.1.3 Updating Support Documents

Where possible, we will document all Solutions and keep a record of all contact made with you.

### 4.1.4 New Vizrt Software Versions

We will provide you regular information regarding when a new version is available, describing the content and how this new version relates to current versions of your Software. The latest and previous latest Major and Minor version are maintained as described in section Software Lifecycle.

### 4.1.5 Critical Software Versions

Vizrt will notify you of relevant Third-Party critical Software updates that must be installed on your system. This may include operating system, database and program Software.

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## 4.2 Your Commitments

### 4.2.1 Designated Customer Contact

You will provide Vizrt one or more designated Customer Contacts. As well as communicating with Vizrt Support, your Customer Contact will also provide direct support to your Vizrt system end-users.

Your Customer Contact shall have adequate knowledge and administrator permissions of your Vizrt system to provide Vizrt Support with the details listed in the section Issue Description and sufficient skills to undertake actions required by Vizrt to resolve your Support Case, as outlined in section Operator Competence.

You may designate more than one Customer Contact, as reasonably corresponds to your level of support and system capacity. Where you require multiple Customer Contacts, we ask that you first open a dialog with Vizrt to agree an appropriate number of Customer Contacts.

When you intend to implement updates inside or outside of normal working hours, we recommend appointing more than one Customer Contact and letting Vizrt Support know in advance.

### 4.2.2 Support Case Completeness

The Support Case you send us will contain all details as clarified in the section Creating a Support Case.

### 4.2.3 System Access

You agree to make your system available to Vizrt Support personnel. Access can be limited to only the computer system, Software, hardware or components relevant to your Support Case.

#### 4.2.3.1 Remote Access Permission

When responding to a Support Case, Vizrt may need remote access to your system. You provide, at your cost, this secure remote access. Any such system must allow rapid access at any time, but always subject to your prior approval.

Vizrt can assist with recommending a VPN connection methodology.

#### 4.2.3.2 Site Access (if determined by Vizrt Support to be necessary)

To respond to your Support Case you provide Vizrt with a safe, working environment at your premises. This environment includes access to your copies of licensed Vizrt Software and other systems that enable Vizrt to meet its contracted support obligations.

### 4.2.4 System Software Versions

All Vizrt product updates are designed to work on systems or applications with latest updates to their operating system, program or databases. Vizrt will notify you of relevant updates (including any Oracle, Linux or Microsoft Windows critical updates) that must be installed on your system and you are expected to update your system to these new Software versions before creating any Support Case.

#### 4.2.4.1 Running the Latest Versions

You will aim to run the most recent version of your Vizrt Software. See section [Software Lifecycle](#) for details on what is the *most recent version of Vizrt Software*.

#### 4.2.4.2 Installation of Corrective Software

You are responsible for installing any Software updates in connection with a Support Case. When Vizrt begin to remedy an issue that could have been resolved by the installation of a notified Software update, then Vizrt is entitled to charge you for the costs involved in rectifying such an issue.

### 4.2.5 Operator Competence

To support customers with qualifying operators, comprehensive training is available 24x7 via Viz University. In addition, customized training can be requested (additional costs will be incurred).

In order to achieve the best results from our service it is required that only qualified staff develop, administrate and operate your Vizrt products. Where repeat issues are caused by insufficient product knowledge of your staff we anticipate that you shall discuss the matter with us in good faith.

If, following such good faith discussions, it becomes apparent that further training of your staff is required, we will open a dialog and aim to initiate training within 3 months of such a request being made by Vizrt.

In exceptional circumstances, Vizrt reserves the right to withhold support services when Customers do not yet possess the skills to implement Software correctly. At this point training will instead be offered by a Vizrt-approved trainer and can be chargeable.

### 4.2.6 Your Support Routines

You are responsible for providing initial end-user support for the Vizrt Software within your organization. This includes the responsibility of managing the reporting of a Support Case.

We reccomend that your standard Software maintenance procedures include:

- Maintaining a record of system performance.
- Maintaining a record of system architecture including, but not limited to, operating systems, servers, network topology, network configuration, firewalls, and Third-Party products.
- Do not install Third-Party Software on the workstations hosting the Vizrt Software that would interfere with the operation and maintenance of the Vizrt Software.

# 5    Vizrt Support Portal Resources

The Vizrt Support Portal provides a number of additional resources:

**Alerts and Communication**

All Vizrt Support subscribers can browse regularly updated, relevant details of current support issues, updates to their product versions and news of new products.

**Community Forums**

Participation in relevant Vizrt product and user forums.

**Documentation**

Pinpoint knowledge by searching your entire Vizrt products' User and Administrator documentation.

**Downloads**

Get latest versions and patches for your Vizrt Software at https://download.vizrt.com. Search for purchasable add-ons and plugins.

Vizrt will maintain relevant links to Third-Party add-ons, patches and service packs.

**Individual Support Case Satisfaction Surveys**

Upon closure of a Case you will be forwarded a short Satisfaction Survey. Vizrt Support guarantees all feedback will be thoroughly analyzed and, where necessary, acted upon in order to maintain the highest possible standards of customer service.

**Support Cases**

You can create new Support Cases and browse the status of previous reported issues, any time of the day.

**Vizrt University**

Viz University offers online courses to Vizrt customers and supports all users with developing their skills. Choose between courses for operators, designers and technical staff.

**Vizrt Expertise**

Vizrt technical team of Vizrt experts available 24x7.
Global pool of experts to cater for your break fix support needs.

# 6 Vizrt Product Updates and Software Management

## 6.1 Software Updates

Standard Software Updates are available as part of yourSoftware Maintenance and Support Program.

Subscribers are notified in regular information bulletins, via Vizrt's website and via the Vizrt Support Portal. A Software update can be a new version of your Vizrt Software or bug fixes, as presented in the section [Version Types](#) below.

In addition to Standard Software Updates, Vizrt will issue updates offering optional Advanced Features. Standard Software Updates include the normal evolution of the product. Advanced Features extend select products providing additional, new, advanced functionality on top of the existing functionality. Advanced Features are subject to a separate and optional add-on license which is only available via a subscription, the Advanced Feature Subscription (AFS). AFS is included in the Flexible Access subscription of the respective product, but not in the Software Maintenance and Support Program of perpetually licensed products.

Should Vizrt Professional Services be requested to perform Software and system updates, this is a chargeable service.

## 6.2 Version Types

An updated version offers Customers product development that may include new features, enhancements or bug fixes, depending on type. Periodically, Vizrt produces:

- **Major Version**: An update that usually contains significant product features and enhancements, as well as bug fixes.
- **Minor Version**: An update with minor enhancements, as well as bug fixes.
- **Maintenance Version**: An update providing a roll-up of bug fixes.
- **Hotfix Version**: Usually an interim version, providing an Solutions for an emergency bug at a specific Customer site or issues introduced by external factors. Emergency bug fixes are then systematically rolled-up into subsequent maintenance versions. A Hotfix Version is fast-tracked to specific Customers requiring an immediate fix, circumventing regular QA and test procedures. For this reason it is not announced for general availability. The primary objective for the hotfix versions is to be as responsible as possible to customer needs and solve urgent problems; for this reason expediency is often chosen over full testing.

## 6.3 Version Identity

All versions are uniquely identified with a defined Version ID X.Y.Z. where:

X denotes the *Major* version
Y denotes the *Minor* version
Z denotes the *Maintenance* version

For example: Version 2.3.1
is Major version 2, Minor version 3 and Maintenance version 1.

(Hotfixes are normally not numbered).

## 6.4    Product Life Cycle

During the life cycle of any product there may come a time when it is superseded by a superior offering or when it is considered no longer technically viable to provide full ongoing development and support commitment.

Vizrt strives to offer product migration options and alternatives where possible. Sometimes this is not possible as there are no good alternatives or direct replacements.

As such, the product will be moved into a maintenance mode whilst honoring existing support obligations. At the end of this defined period the product reaches end of life.

**Maintenance mode**

In Vizrt, we commit to a period of 2 years following the end-of-sale date. During this period, we will provide support according to our contractual commitments and the Software Maintenance and Support policies, provide bug fixes, maintenance versions, workarounds, or patches for critical bugs reported via the Vizrt Support Portal, whenever this is technically possible.

At the end of this 2-year period you will receive a notification.

As a customer you have purchased a product and you can use it as long as you want after end of life (in Case of perpetual licenses), even if Vizrt's development and support is not going to continue towards the product.

Further details following a change of life cycle can be found in the End of Life Announcement documents related to the products.

**End of Life Announcements**

https://www.vizrt.com/en/end-of-life

# 7  Miscellaneous

## 7.1  Additional Support Services

Please contact your Vizrt Support organization or account manager to discuss the possibility of upgrading to a different Support Program, such as Ultra Support.

## 7.2  Reinstatement

Having left Vizrt Global Support, upon the agreement of Vizrt you may subsequently rejoin by purchasing the necessary products and services from Vizrt to re-enter into a Software Maintenance and Support Program. However, in addition to the current Support Program Fee, a reinstatement charge based on the fees that would have been liable for, had you continued a Support Program uninterrupted, would also apply. In addition, we cannot guarantee continuity of any previously negotiated discounts.

**Reinstatement policy Non-renewal for 3 months up to 1 year after the expiration date:**
Cost will be past support amount plus 10% reinstatement charge.

**Non-renewal for more than 1 year after the expiration date:**

Cost will be past support amount plus 25% reinstatement charge.

**Non-renewal for more than 2 years after the expiration date:**

Cost will be past support amount plus 50% reinstatement charge