



Vizrt

Global Support Handbook

Version 1.4



Real-time care. **Redefined.**

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Announcements

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

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1 Introduction

This document (the “Handbook”) sets out Vizrt’s Global Support Programs (the “Support Program”). A Support Program presents 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 distributor of Vizrt) and a Customer and they shall constitute the entire agreement between the Parties relating to support and maintenance.

The Support Programs do not include on-site consulting. Such consulting will be charged separately.

Global Support is generally available for all Vizrt products and solutions, unless stated otherwise in the Support Program. Global 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.

Global 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, Support Program does not cover hardware, extensive Vizrt customizations, third-party customizations, requests for ad-hoc consulting / training etc. 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.

Further information regarding Global Support offerings are described in Section 6 of this document under [Vizrt Global Support Resources](#).

1.1 Article 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.

“Modification” shall mean any change of functionality in the product issued by Vizrt on the Customer’s behalf or by the Customer. This includes all services integrations not originally supplied with the Product.

“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 to which Customer has purchased Vizrt’s support and maintenance services.

“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 Global Support from Vizrt or an authorized distributor of Vizrt.

“We”, “our” refers to Vizrt and where specifically mentioned, the Vizrt Global Support organization.

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

“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.

2 Global Support Programs

2.1 Maintenance

2.1.1 Hotfix Versions. Major, Minor, Maintenance and Hotfix Versions are described in [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 Maintenance Version, Minor or Major Versions in accordance with the [Software Lifecycle](#).
- A Hotfix shall contain the appropriate Software with implementation instruction(s).
- All versions that Vizrt determines are applicable will be available for the Customer.

2.1.2 Information on New Product Versions. Vizrt shall provide the Customer with regular information on when a new version is available, describing the content and how such versions are related to current versions.

2.1.3 Updates of Support Documents. All solutions shall be documented and referenced in the Support Case.

2.2 Support Levels

Vizrt provides worldwide support, enabling Customers' optimal use of Vizrt products within their on-air production environment.

The Global Support organization comprises a geographic spread of more than 20 support teams, distributed across several time zones and, where available, providing local language services. The default language for technical support will be English. For Customers where Vizrt does not have a local office, first-line technical support may be provided by an authorized and certified local distributor.

Customers are offered a selection from one of three levels of support.

These support levels are:

- [Standard](#)
- [High](#)
- [Ultra](#)

The relative benefits of each level of support are presented below.

2.3 Standard Level Support

The Standard Level Support Program delivers Vizrt product expertise during local office hours (8x5) by experienced staff with an in-depth understanding of your Vizrt installation. Local language support will be provided when available. In addition to resolving operational issues, you receive scheduled software upgrades, around-the-clock access to Vizrt's Global Support Portal, Viz University and open access to a troubleshooting Knowledge Base. Additional features of the Standard Level Support Program include:

- A global Support organization that meets your local requirements.
- Standard product and maintenance 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 under local office hours or under the remit of your Support Program.
- Entitlement to purchase additional Vizrt services and resources including Professional Services and extra enrollments added to your Viz University access.
- Guaranteed peace of mind: Vizrt Standard Level Support is your insurance when preparing for the unexpected.
- Close collaboration with the Vizrt R&D organization, enabling expert participation on critical issues.
- Product recommendations: As a subscriber to Standard Level Support, you can submit feature requests for product enhancements.
- Entitlement to purchase the premium Vizrt Global Support services High Level Support, Ultra Level Support and Supplementary Services.
- 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 Global 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 severity.
- Multilingual materials for major product lines, where available.
- The results from continuous monitoring of Service Level Agreements (SLAs), Satisfaction Surveys and Net Promoter Score (NPS) are captured and shared with you.
- An evolving, searchable and managed library of online Knowledge Base articles describing proven solutions to known issues, including technical tips, instructions for installing, administrating and troubleshooting.

2.4 High Level Support

The High Level Program is our 24x7 on-duty support offering, that reflects the significance of your around-the-clock, around-the-world key business processes, that are powered by a Vizrt installation. Wherever, whenever, critical issues receive immediate attention. This heavy-duty reinforcement to your operational security is available as an optional extra on top of Vizrt Standard Level Support. Additional benefits include:

- Support for critical production-down issues, 24 hours a day, 7 days a week. Whether you deploy your Vizrt solution on-site, or in the cloud, you will benefit from the years of experience that our experts have in supporting a broad range of Vizrt solutions.
- Live Vizrt assistance over a remote link for effective critical issue resolution.
- Support Case prioritization: Targeted at a less than 1 hour initial response time for production-down issues, keeping your critical Vizrt systems up and running.

2.5 Ultra Level Support

This individually focused level of service delivery is exclusively for Vizrt Customers who will define together with Vizrt their personal, technical consultation and advanced support management needs.

Together with your dedicated Vizrt Technical Account Manager (TAM), you develop and establish your own specific support requirements. Established with all the benefits of the Standard Level and High Level Programs, the content of your own Ultra Level Program can, for example, include:

- Severity case handling.
- Consistent and coordinated issue resolution with your chosen TAM.
- Primary support liaison.
- A scheduled review and redefining of your Support Plan to reflect your evolving needs – once during the Program term.
- Consultation services prior to upgrading.
- Security assessment and disaster recovery recommendations.
- Negotiated issue and escalation management for Critical issues.
- Monthly coordination calls with your Vizrt TAM.
- Personalized written reports on the status of your system, delivered monthly.
- Configuration review and creation of a Site Inventory document – once per Program term.

2.6 Service Level Agreement

Each Support Program level provides a defined list of services and response commitments. In addition, Customers are granted access to Vizrt resources and knowledge repositories, as summarized below.

		Standard	High	Ultra
First Line Support	Availability	8x5	24x7	24x7 (8x5 for TAM)
	Contact Channels	Portal / Phone / Mail / LiveChat* 8x5	Portal / Phone / Mail / LiveChat* 8x5	Portal / Phone / Mail / LiveChat* 8x5 / Dedicated TAM
	Response Times	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 + TAM
Scope		Portal + Remote System Access	Portal + Remote System Access	Portal + Remote System Access
Software Maintenance	Fixes / Patches	✓	✓	✓
	Upgrades / New Releases	✓	✓	✓
Viz University		5 Unique Users Access to Full package	10 Unique Users Access to Full package	25 Unique Users Access to Full package

*LiveChat is expected to launch in the latter half of 2019

3 Supplementary Services

During the lifecycle of your installation, additional support can strengthen your operation at specific occasions. Vizrt Global Support offers purpose-built additional support services, available to participating Support Program customers.

- [Global Support Days](#)
- [Extended Version Support](#)
- [Custom Integrations Support](#)

The relative benefits of each enhanced level of support are presented below.

3.1 Global Support Days

You can boost your existing support arrangements by purchasing additional packages of scheduled assistance for your special projects, spread over a 12 month period. Having agreed the timetable and requirements, Vizrt will equip you with the expert support you need.

Ordered in advance, in packages of 5 or 10 days, this extra margin of manpower, provides direct access to a Vizrt Global Support technical expert who is specialized in procedures related to standard product installations.

This activity can involve either remote or on-site work (separate travel and expense costs may apply).

These days cover tasks of a more routine nature, such as training, testing, health checks, minor installs / application of software patches, or other specific needs you define on a case-by-case basis and that are approved by Vizrt Global Support.

Available for purchase to all subscribers of Standard, High or Ultra Level Support Programs. To inquire about Global Support Days, please contact Vizrt Global Support.

3.2 Extended Version Support

We understand that there can be situations where you need to wait with upgrading your system, until long after our recommended time frames, and when your current version is then no longer supported. Under special circumstances, Vizrt may agree to extend the maintenance support of your specific version of a Vizrt product.

You will then continue to receive support, for a defined period, for critical core product issues that still affect your particular version of Vizrt Software.

Upon expiration of contracted support for a specific Vizrt Software version, Vizrt Global Support may, at its discretion, offer Extended Version Support to assist Vizrt Customers needing additional time to migrate to a currently supported Software version. Unless otherwise agreed all terms and definitions from the Customers

applicable Support & Maintenance Agreement apply to Extended Version Support.

Available for purchase to all subscribers of Standard, High or Ultra Level Support Programs. To inquire about Extended Version Support, please contact Vizrt Global Support.

3.3 Custom Integrations Support

Provision of flexible Vizrt Professional Services to support and maintain your bespoke extensions, integrations and customizations made to the core Vizrt product deployment. This can also include a focus on security and safeguarding your system with failsafe redundancy solutions.

Extensive customer-specific modifications are not covered by Vizrt Global Support Programs. However, at completion of an approved Vizrt Professional Services modification, Customers will be offered the opportunity to ensure support for their non-standard installation by purchasing Custom Integrations Support.

You report any issues relating to your Professional Services packages to Vizrt Global Support in exactly the same way as standard product issues. This streamlines the reporting process, ensuring issues are raised, tracked and addressed consistently and effectively, avoiding any potential delays that could be introduced with an unclear differentiation between standard products and these Custom Integrations.

Available for purchase to all subscribers of Standard, High or Ultra Level Support Programs. To inquire about Custom Integrations Support, please contact Vizrt Global Support.

4 Reporting a Support Case

Your Vizrt Global 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. To ensure optimal handling of your issue, we present some guidelines:

- [Support Case Severity Level](#)
- [Response Times](#)
- [Escalation Procedures](#)
- [Creating a Support Case](#)

4.1 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 Global Support staff.

Severity Level	Description
Critical	A case prioritized as 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.
High	A case prioritized as 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.
Normal	A case is prioritized as 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 Global 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 to a higher or lower severity level at Vizrt's own discretion.

4.2 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 technically qualified member of Vizrt Global Support responds to you with the purpose of commencing the work necessary aimed at achieving a resolution of the case, within the hours of operation of the local Vizrt Global Support office.

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

The target response times are:

For a *Critical* case – less than 1 hour
For a *High* case – 2 hours
For a *Normal* case – 4 hours

4.3 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 Global Support receives a Support Case.

1. Cases classified as *Critical* will be escalated to Vizrt's Support Manager within 4 hours; to the Regional Head of Global Support after one day, to the Head of Global Support after 5 days, and, in certain cases and at your request, to the Regional President after 10 days.
2. Cases classified as *High* or *Normal* will be escalated to Vizrt's Support Manager within 7 days; to the Regional Head of Global Support after 21 days, to the Head of Global Support after 60 days, and, in certain cases and at your request, to the Regional President after 90 days.

4.4 Creating a Support Case

We aim to process your Support Cases efficiently. Before submitting a Support Case, we kindly ask that you:

- Consult the appropriate documentation to determine if the product is functioning as documented. Review Release Notes and details on the Global 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.

When you contact Vizrt Global Support for discussing or initiating a Support Case, please ensure to have gathered the details listed below.

Contact Details

To establish a dialog, let us know the name of your Company and if appropriate, any Partner name; this means a contact name, phone number and email address.

Technical Details

To share an understanding of your situation, Vizrt needs to confirm a picture of your current installation. This means informing us of:

- 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

Issue Description

Identifying the root-cause of an issue requires distinct details surrounding the unexpected system behavior. We kindly ask you provide:

- 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](#)

Diagnostic Resources

A rapid solution will usually require these additional resources:

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

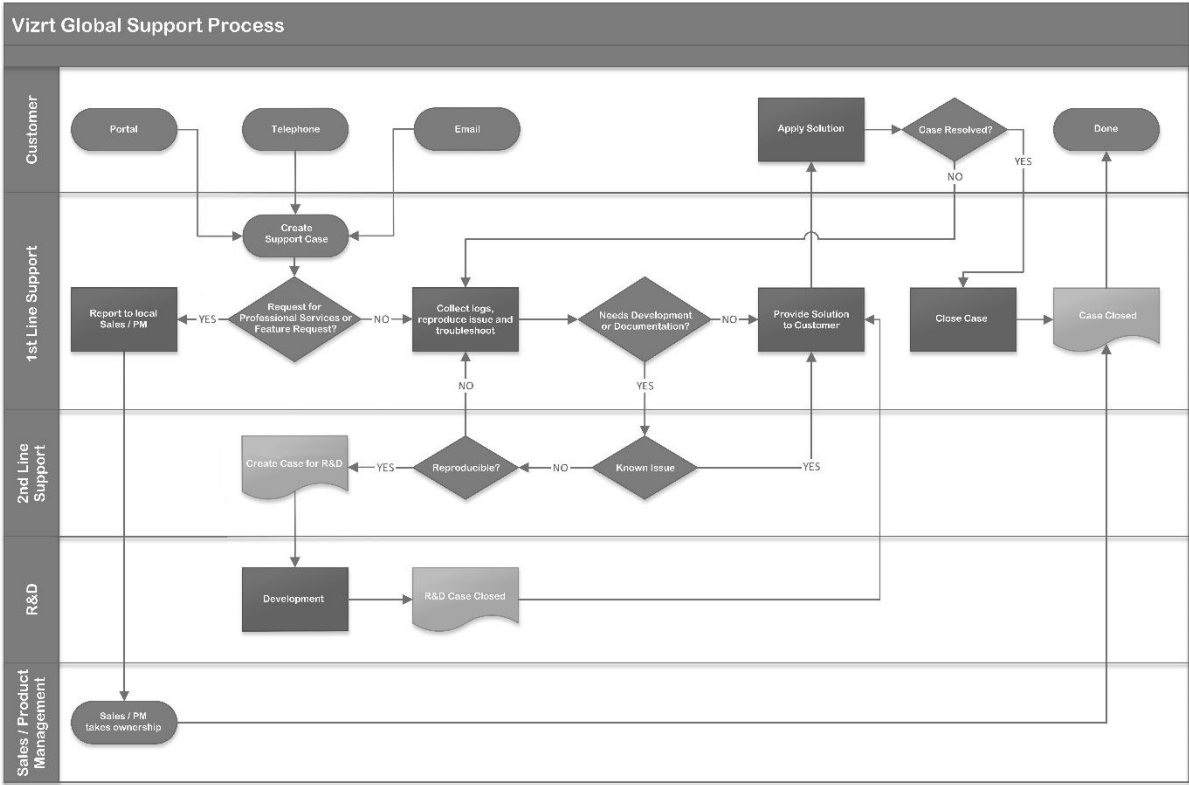
In addition, Vizrt may need credentials for remote access to your system. You can read more about this in the section [System Access](#).

4.5 Global Support Process

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

A case will always be created and worked by the 1st and 2nd line support teams as appropriate until a solution has been provided at which point the case will be closed.

Requests for consulting from Professional Services or Feature Requests will be channeled to local Sales / Product Management respectively.



4.5.1 Feature Requests

Upon mutual agreement between Customer Contact and Vizrt Global Support that a Support Case does not refer to an actual product defect but a request for desired functionality, the case shall be marked as Feature Request. There can be no guarantees of inclusion in future upgrades or versions and any decisions shall be made exclusively by Product Management (PM).

The Support Case will then be closed and the request forwarded to Product Management.

4.6 Contact Channels

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

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

Vizrt Global Support Portal (advised for severity *Normal* / *High* Support Cases).
support.vizrt.com

Email

support@vizrt.com

Telephone (is strongly advised for *Critical* Support Cases).

Americas (toll-free): +1 866 866 1836

EMEA (toll-free): 00 800 7525 7525

EMEA (non toll-free): +44 113 400 1017

APAC

Greater Thailand +66 2 026 3739

Greater India +91-9971097398

Oceania +61 2 8310 4830

Greater China +86-400-098-2968

Japan +81-3-3518-6273

For customers outside of the above locations, please call +66 2 026 3739 if telephone support is required.

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

5 Commitments

Vizrt Global 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](#)

5.1 Our Commitments

5.1.1 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 with all your security audit 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 Support & Maintenance Agreement.

5.1.2 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.
- Support Program subscribers with older software versions can open a dialog with Vizrt and discuss an extended support period, a Supplementary Service described in section [Extended Version Support](#).
- We will grant access to our Global Support Portal, regardless which Vizrt Software version you are running.

5.1.3 Updating Support Documents

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

5.1.4 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](#).

5.1.5 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.

5.1.6 Training and Mentorship

Vizrt will provide you with design and operational advice whenever reasonably possible. This may include training recommendations or access to published articles.

5.2 Your Commitments

5.2.1 Designated Customer Contact

You will provide Vizrt one or more designated Customer Contacts. As well as communicating with Vizrt Global 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 Global 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.

Where Vizrt Global Support involves implementation of updates outside of normal working hours, we recommend appointing more than one Customer Contact.

5.2.2 Support Case Completeness

The Support Case you send us will contain all details as clarified in the section [Creating a Support Case](#).

5.2.3 System Access

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

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.

Site Access

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.

5.2.4 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.

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*.

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.

5.2.5 Operator Competence

Vizrt will always offer Customers comprehensive training and competence-building resources both as a classroom experience and online.

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.

5.2.6 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 kindly request 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.
- Not installing third-party software on the workstations hosting the Vizrt Software that would interfere with the operation and maintenance of the Vizrt Software.

6 Vizrt Global Support Resources

The Vizrt Global Support Portal provides a number of additional resources:

Alerts and Communication

All Support Program 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 free of charge. Search for purchasable add-ons and plugins. Our (unsupported) Vizrt API documentation is also available here.

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 Global Support guarantees all feedback will be thoroughly analyzed and, where necessary, acted upon in order to maintain the highest possible standards of customer service.

Knowledge Base

Available to all Support Program subscribers this searchable repository provides workarounds, tips and tricks, troubleshooting articles and product bulletins.

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 is a training resource for Vizrt users to acquire and update essential skills for their professional development.

7 Vizrt Product Updates and Software Management

7.1 Software Updates

Software updates are available free of charge to Support Program subscribers.

Subscribers are notified in regular information bulletins, via Vizrt's website and via the Global 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.

7.2 Version Types

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

- **Latest Version:** Means a version of Vizrt Software that is most recently announced and made available to Support Program subscribers.
 - **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 a partial version, providing an interim solution for an emergency bug at a specific Customer site. Emergency bug fixes are systematically rolled-up into a subsequent maintenance version. 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.
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7.3 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).

8 Miscellaneous

8.1 Additional Services

Please contact your Vizrt Global Support organization or account manager to arrange upgrading to a higher level of Support Program, or for specific additional services ('Supplementary Services').

8.2 Reinstatement

Having left Vizrt Global Support, upon the agreement of Vizrt you may subsequently rejoin by purchasing a Support Program and enter into a Support & Maintenance Agreement. 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.