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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.

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Announcements

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

Last Updated

March 2021

Revision History

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<th>Author</th>
<th>Date</th>
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1 Introduction

This document (the "Handbook") sets out Vizrt’s 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.

Vizrt Support is generally available for all Vizrt 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.

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.

*For information relating to Viz Verdi / Viz Vectar, please refer to the Addendum.

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

Further information regarding Vizrt Support offerings are described in Section 5 of this document under Vizrt 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 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, 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 Vizrt 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.
- The Customer is advised to upgrade to the next maintenance / full release version when it becomes available.

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 Description

Vizrt Support provides media companies long-term peace of mind for their investment, including always having access to the latest software versions, access to the Vizrt Support Portal and Knowledge Base, and where possible, a local team to address any issue that may arise.

The sections 2.2.1 and 2.2.2 are part of Flexible Access only, and available to customers who have subscribed to a Flexible Access plan. Section 2.2.3-2.2.5 is available to customers already on a support and maintenance contract with Vizrt.

2.2.1 Vizrt Flexible Access Support

Vizrt Flexible Access Support Description
- 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.
- 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.
- Guaranteed peace of mind: Vizrt 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.
- Entitlement to purchase the premium Enterprise Support offering.
- 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 calls 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.
• Multilingual materials for major product lines, where available.
• The results from continuous monitoring of SLAs, Satisfaction Surveys and NPS are captured and shared with you.
• An evolving, searchable and managed library of online knowledgebase articles describing proven solutions to known issues, including technical tips, instructions for installing, administrating, and troubleshooting.
• Unlimited user access to Viz University and entire product learning catalogue

Advantages
• Always ensure you have the most up-to-date software versions.
• Protect your investment with 24-hour access to the Vizrt Support Portal and Knowledge Base.
• Talk to local 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 Vizrt Flexible Access Enterprise 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 designated Vizrt Technical Account Manager for your primary product, you develop and establish your own specific support requirements. Built with all the benefits of Vizrt Support, the content of your own Enterprise Program can, for example, include:

Vizrt Flexible Access Enterprise Support Details
• Priority call handling
• Consistent and coordinated issue resolution with your Technical Account Manager
• Primary support liaison
• A scheduled review and redefining of your Support Plan to reflect your evolving needs - once during the program term
• Advisory services prior to upgrading
• Negotiated issue and escalation management for critical issues
• Monthly coordination calls with your Vizrt Technical Account Manager
• Personalized written reports on RCA upon request for Critical Cases
• Light Configuration review - once during the program term

Advantages
• Get personalized care from a designated Technical Account Manager who knows your unique systems and requirements
• Vizrt stands by your unique and advanced productions to provide custom workflows and support.
• Vizrt provides technical advise to ensure your production is using the best possible tools and workflows.
2.2.3 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, access to software version upgrades, around-the-clock access to Vizrt’s 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.
- 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.
- Guaranteed 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.
- 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.

2.2.4 Essential Level Support (Formerly High)

The High Level Program is our 24x7 on-duty support offering, that reflects the significance of your around-the-clock, worldwide 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.
2.2.5 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 designated 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 include:

- Severity case handling.
- Consistent and coordinated issue resolution with your assigned TAM on your chosen primary product.
- Primary support liaison.
- A scheduled review and redefining of your Support Plan to reflect your evolving needs - once during the Program term.
- Advisory services prior to upgrading.
- Monthly Support review calls with your Vizrt TAM.
- Personalized written reports on the status of your system, delivered monthly.
- Light Configuration review - once per Program term.
2.3 Service Level Agreement

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.

<table>
<thead>
<tr>
<th></th>
<th>Vizrt Flexible Access Support</th>
<th>Vizrt Flexible Access Enterprise Support</th>
<th>Standard</th>
<th>Essential (Formerly High)</th>
<th>Ultra</th>
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<tr>
<td><strong>First Line Support</strong></td>
<td></td>
<td></td>
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<tr>
<td>Availability</td>
<td>24x7</td>
<td>24x7 (8x5 for TAM)</td>
<td>8x5</td>
<td>24x7</td>
<td>24x7 (8x5 for TAM)</td>
</tr>
<tr>
<td>Contact Channels</td>
<td>Portal / Phone / Mail</td>
<td>Portal / Phone / Mail / Designated TAM</td>
<td>Portal / Phone / Mail</td>
<td>Portal / Phone / Mail</td>
<td>Portal / Phone / Mail / Designated TAM</td>
</tr>
<tr>
<td>Response Times</td>
<td>Critical: &lt;1 hour, High: 2 hours, Normal: 4 hours</td>
<td>Critical: &lt;1 hour, High: 2 hours, Normal: 4 hours</td>
<td>Critical: &lt;1 hour, High: 2 hours, Normal: 4 hours</td>
<td>Critical: &lt;1 hour, High: 2 hours, Normal: 4 hours</td>
<td>Critical: &lt;1 hour, High: 2 hours, Normal: 4 hours</td>
</tr>
<tr>
<td><strong>Second / Third Level Support</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scope</td>
<td>Engineer via Portal</td>
<td>Engineer via Portal + TAM</td>
<td>Engineer via Portal</td>
<td>Engineer via Portal</td>
<td>Portal + TAM</td>
</tr>
<tr>
<td>Fix/ Patches</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Upgrades / New Releases</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
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. To ensure optimal handling of your issue, we present some guidelines:

- **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.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sev1 - Critical</td>
<td>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.</td>
</tr>
<tr>
<td>Sev2 - High</td>
<td>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.</td>
</tr>
<tr>
<td>Sev 3 - Normal</td>
<td>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.</td>
</tr>
</tbody>
</table>

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 technically qualified member of Vizrt 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 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

### 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.

1. 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 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.

2. 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 Head 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 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 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.
Opening a Case – Details required

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

- Company Name
- Contact Name
- Phone Number
- Email Address
- If appropriate, any Partner name
  a. Technical Name 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.
3.5 Case Closure

- 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 have repeatedly tried to contact you about your problem and you do not respond (up to 3 times within 30 days)
- 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 release
- 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.
3.6 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 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.
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** (advised for severity **Normal / High** Support Cases).
[support.vizrt.com](mailto:support.vizrt.com)

**Email**
[support@vizrt.com](mailto:support@vizrt.com)

**Telephone** (is strongly advised for **Critical** Support Cases and is a must 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**
- Greater Thailand +66 2 026 3739
- Greater India +91-9971097398
- Oceania +61 2 8310 4830
- Greater 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 Support & Maintenance 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 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.

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.

4.1.6 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.

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.

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

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.

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.

**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.

**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.

**4.2.5 Operator Competence**

To support customers with qualifying operators, comprehensive training is available 24/7 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.
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 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.
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 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 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 offers online courses to Vizrt customers and supports all users with developing their skills. Choose between courses for operators, designers and technical staff.
6 Vizrt Product Updates and Software Management

6.1 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 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.

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:

- Latest Version: Means a version of Vizrt Software that is most recently announced with the strongest feature set and stability. This is made available to all 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 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 Support and Maintenance policies, provide bug fixes, maintenance releases, 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**

7 Miscellaneous

7.1 Additional Support Services

Please contact your Vizrt Support organization or account manager to discuss the possibility of upgrading to Enterprise Support.
8 Addendum

8.1 Viz Verdi and Viz Vectar

This document is an appendix to the Vizrt Support Handbook, defining the hardware warranty currently withheld by Vizrt, for products Viz Verdi and Viz Vectar.

8.1.1 Items included

- The items covered are related to Viz Verdi and Viz Vectar hardware and will specifically cover:
  - Viz Vectar and Viz Verdi server
    3 rack unit server used for Viz Vectar and Viz Verdi.
  - Vizrt SDI IO Module
    1 Rack Unit SDI IO module. 8 configurable inputs or outputs.
  - Vizrt 2110 IO Module
    1 Rack Unit SMPTE ST 2110 IO module. 4 configurable inputs or outputs.
  - Vizrt dual row panel
  - Vizrt dual row live production panel. Compatible with Viz Vectar and Viz Verdi.
  - Vizrt quad row panel
  - Vizrt quad row live production panel. Compatible with Viz Vectar and Viz Verdi.

8.1.2 Hardware Warranty Scope

- The hardware warranty is included for the first 12 months when purchasing a Viz Vectar or Viz Verdi system as well for panels and IO modules.
- The customer can choose to renew the hardware warranty from the 2nd year onwards.

8.1.3 Warranty Coverage

- 24/7 telephone support
- Next-business-day replacement component shipping (from the date it is received at the Vizrt logistics hub)
  - Customer covers shipping to Vizrt (Austria or San Antonio)
  - Vizrt covers shipping back to the customer
- Advance replacement is included for customers on Enterprise Support
- Guaranteed 5-minute-or-less average telephone response
- Guaranteed 4-hour email response
- One year of initial coverage included, which may be renewed annually up to 5 years total.

8.1.4 Limit to Extension

The hardware warranty can be extended up to a total period of 5 years.