

Maintenance & Support

Support Guide



Telestream Maintenance and Support Guide

for DIVA Core, DIVA Link, DIVA Connect, DIVA Analytics and DIVA View

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Welcome to Telestream!

Dear Customer,

We appreciate your purchase of technical support coverage, and would like to welcome you to Telestream's dedicated team. This guide is meant to assist you in understanding the technical support Telestream has to offer for our Telestream Content Storage products – DIVA Core, DIVA Link, DIVA Connect, DIVA Analytics and DIVA View.

If you know of anyone that would benefit from this guide and or need support, feel free to pass on the information provided.

Your guide will outline the following:

- Telestream's support offerings for Telestream Content Storage solutions
- How to contact Telestream Support Services
- Expected response times for your inquiries

Interested in our professional service offering? More information can be found in our Professional Services guide located on our website at <http://www.telestream.net>.

Please share this document with individuals or departments that may open up support cases for any of our enterprise products.

Thank you,
Telestream Support Services

Support Hours

Telestream offers technical support for our Telestream Content Storage customers Monday – Friday 7am – 6pm Mountain Time (excluding holidays), APAC customers: 7am – 6pm IST, EMEA: 7am – 6pm CET for P2-P4 issues, and 24x7 for P1 issues.

*Telestream, LLC. observes the following U.S. holidays: New Year's Day, President's Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.

**Telestream, LLC. observes the following European holidays: New Year's Day, Good Friday, Easter Monday, Labor Day, Ascension Day, Whit Monday, Corpus Christi, German Unification Day, All Saints' Day, Christmas Eve, Christmas Day, and Boxing Day. Limited support on Carnival Monday. The following additional Indian holidays are observed: Sankranti, Ugadi, May Day, Ramzan, Gandhi Jayanthi, Vijaya Dashami, Diwali

What's included in a Support Plan?

Telephone Support	Included
Web & Email Support	Included
Access to Telestream's Web Customer Support Center	Included
Customer Portal	The preferred and most efficient correspondence with customers will be done through the customer portal.
Standard Support	US customers: 7am – 6pm MT APAC customers: 7am– 6pm IST EMEA: 7am – 6pm CET
24x7 Mission Critical Support (P1)	Included
Hot Fixes	Included
Software Updates	Included
Minor Configuration changes for existing workflows in EcoDigital products	Included

What to expect when working with a Telestream Support Consultant

Only authorized users assigned in EcoDigital portal (<https://portal.goecodigital.com/>) are enabled to originate service requests.

All service requests are assigned a priority rating which is determined by Support Services staff based on the information received from the requestor and knowledge of the other work at hand. The below are the required steps for Support Services:

1. Customer will login the EcoDigital portal <https://portal.goecodigital.com/> to originate service request.
2. Following online submission process, customer will designate severity level of service request and populate all required fields to complete service request origination.
3. A Support Engineer will be assigned to the case and begin resolution process.
4. If the problem is not related to EcoDigital products, then it is the responsibility of the customer to perform escalation to the corresponding third-party vendor.
5. Support Engineer will work to resolve customer issue within EcoDigital SLAs

6. The preferred and most efficient correspondence with customers will be done through the customer portal. However, phone or email communication are an option. (Service Request communication to the customer by EcoDigital Support Engineers will be done through the Service Desk and generate real time email update messages to the customer)
7. In some cases, remote connection to customer systems will be necessary using WebEx/ TeamViewer and other remote tools. The customer must provide access using EcoDigital's remote tools and username /password credentials as needed for remote access. Alternative remote VPN access will be considered on a case by case basis.
8. If customers do not respond within 4 hours after EcoDigital has initiated resolution the Severity level may be lowered.

Severity Level Definitions

Please assist the Technical Support engineer in understanding the priority of your case or indicate relevant details in your web/e-mail submission.

Severity Level	Definition
Severity 1 Urgent/System Down	System down that is causing severe disruption to functionality/services. This may include: Library/ robot manager down, all drives offline, manager down, inability to retrieve media content (videos), and/or database unavailable.
Severity 2 High/Major Loss of Service	A major loss of service (some actor/drives offline) may include: Non-critical asset retrieval (in danger of data loss, such as database deletion of objects), features failure, reduced effectiveness of system (slow throughput, and/or minor errors/warnings that slightly impact system efficacy).
Severity 3 Normal/Minor Loss of Service	A minor loss of service is when a function is not working as expected but is not fully impacting normal operations. This may include: PFR issues, certain objects in accessible, and/or certain features not working as expected.
Severity 4 Low/Low Impact Issue	A low impact issue is when the site is functional with a minor inconvenience, or there is identified but does not require immediate attention. This may include: A missing feature, a configuration that may not be readily available, and/or questions regarding normal operations.

Technical Support Goals

Our goal is to provide you with Technical Support that meets the needs of your business. The table below is provided to share with you our internal goals so that you know what to expect from us. Telestream will use commercially reasonable efforts to meet these goals.

Our support desk is here to help through various technical problems, and to work with you to either confirm or identify potential issues in the product that require further attention. In some cases, it is necessary to escalate a problem to a department outside of Telestream Support. Escalated cases are reviewed on a weekly basis by the escalation team. Cases requiring an application program change will require varying amounts of time to complete and could fall outside the service level parameters.

If possible, some cases may initially be addressed via a workaround rather than a program change. If no workaround is available, projected completion timeframes will be developed and communicated to you on a case-by-case basis.

If Telestream determines that the problem is related to other than the Covered Products, Telestream is not responsible for resolving the issue.

Telestream Support will continue to act as the contact point for cases filed through our Support Desk. You can call the Support Desk and we will obtain an update on the case from the department or group working on the problem.

Feature requests will be sent to our product development team for consideration.

Support Goals

Priority	Description	Response Time	Initial Status Update	Target Workaround	Target Resolution
P1 (Critical)	System down that is causing severe disruption to functionality/services. This may include: Library/ robot manager down, all drives offline, manager down, inability to retrieve media content (videos), and/or database unavailable.	Within 1 hour.	Within 2 hours.	Within 1 day.	Within 5 business days.
P2 (High)	A major loss of service (some actor/drives offline) may include: Non-critical asset retrieval (in danger of data loss, such as database deletion of objects), features failure, reduced effectiveness of system (slow throughput, and/or minor errors/warnings that slightly impact system efficacy).	Within 6 business hours.	Within 10 hours.	Within 2 days.	Within 10 business days.
P3 (Medium)	A minor loss of service is when a function is not working as expected but is not fully impacting normal operations. This may include: PFR issues, certain objects in accessible, and/or certain features not working as expected.	Within 24 business hours.	Within 16 hours.	Within 5 days.	Within 15 business days.
P4 (Low)	A low impact issue is when the site is functional with a minor inconvenience, or there is identified but does not require immediate attention. This may include: A missing feature, a configuration that may not be readily available, and/or questions regarding normal operations.	Within 24 business hours.	Within 24 hours.	As negotiated with the customer.	As negotiated with the customer.

Restoration Time targets require remote access to the software in question by Supplier support personnel, as well as a full explanation and network capture of the problem. Insufficient data or inability to replicate the problem may extend these Restoration Times. If an onsite visit by Supplier is required by the Professional Service team, additional time will be required (fees may apply). Restoration time does not include code changes.

If possible, some cases may initially be addressed via a workaround rather than a program change. In some cases, it is necessary to escalate a problem to a department outside of Telestream Enterprise Support Services. Escalated cases are reviewed on a weekly basis by the escalation team. Cases requiring an application program change will require varying amounts of time to complete and could fall outside the service level parameters.

SLAs as mentioned above refer to product versions under FULL and SUNSET support as designated in the Telestream DIVA Software Support Lifecycle Policy documentation. All products listed as UNSUPPORTED are best effort only. Please refer to the Telestream DIVA Software Support Lifecycle Policy documentation for more information.

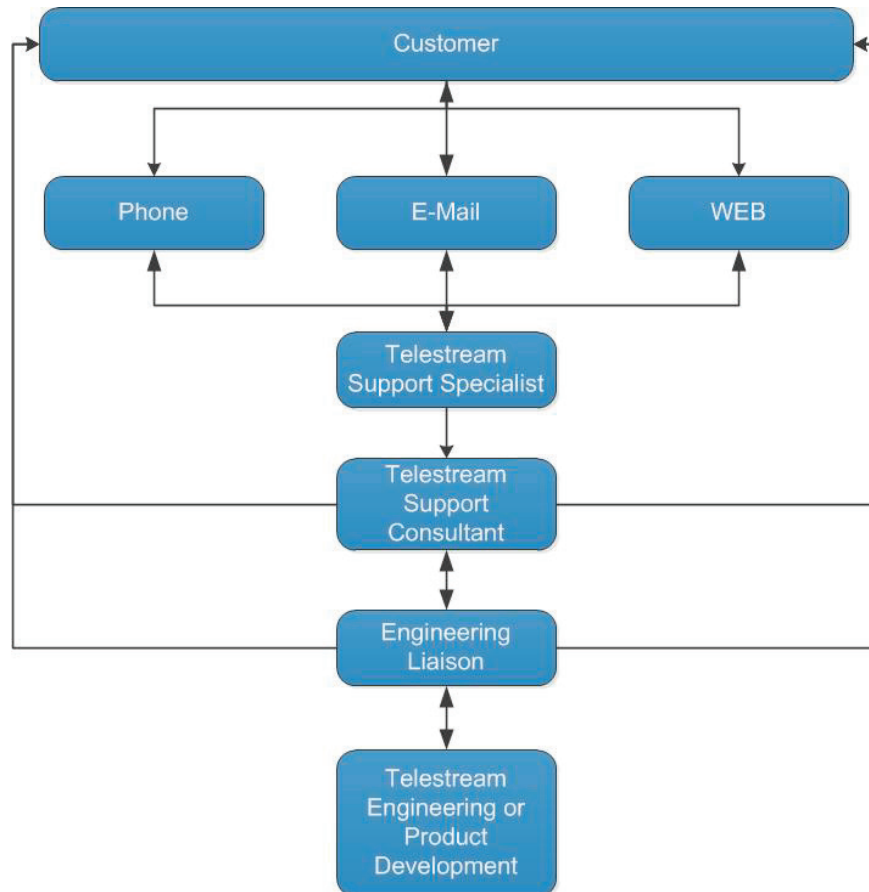
Information Exchange with Technical Support

The following information may be necessary for proper troubleshooting by the TSC.

- Telestream product identifier (registration, license key, serial number)
- Error description – please provide as much information about the exhibited error as possible in your request for assistance.
- Log files – If a specific error message is delivered through the product user interface, please indicate this error. Log files enable concurrent review of the problem by the TSC. The TSC can assist you in identifying best practice for capturing and submitting log files to our team.
- Content – A sample clip (output) showing the error condition can also help the TSC identify root causes by comparing derived output to desired settings. In many cases, the original source file (input) will be needed as well.
- Configuration Specifics – Across the product line, this could take several forms, but typically, this means workflows or XML files. Depending on where the error condition is presented in the product, reviewing this data concurrent with the content mentioned above is particularly useful in determining the cause of the error. The TSC can assist you in identifying best practice for capturing and submitting configuration settings to our team.
- System Access – Many support cases require that we have some type of remote ability to connect into your environment. In many cases, remote access will expedite resolution of support cases.

Flow Diagram for support cases

This diagram shows how your case flows through our support and escalation teams when necessary. Your case may be worked on by a senior level TSC as well. You can expect contact from us at many levels, and at times, from our engineering or product development teams. These communications will be managed through the TSC assigned to your case.



Management Escalation Procedure

If you feel that your case requires additional attention, the following management escalation is available to you to facilitate satisfactory service delivery.

Escalation Point #1	Technical Manager Customer Support David Knaisch Email: David.knaisch@goecodigital.com Phone: 770.765.0182
Escalation Point #2	VP Client Services Kim Outlaw Email: kimo@telestream.net Phone: +1 703-964-8056

File Transfer Protocol

Telestream currently uses Aspera Faspex™ for file transfers. If large uploads are required, your TSC will provide instructions and an Aspera link.

Technical Support Exclusions

The information in the Telestream Video Products Support Services Guide is accurate at the time of publication. The support policies and procedures published herein replace all previous support policies and procedures. Telestream, LLC. reserves the right to change the support policies and procedures at any time. All negotiated resolution times are approximate and not binding. **Note:** bug related patches/upgrades are to be done during Telestream business hours to be covered under support, and any patch outside normal operation hours for that region are PSG related engagements.

Type Exclusions Description

Technical Support coverage does not grant entitlement to new products or product options that are developed and released by Telestream outside of the original purchase or business engagement. Any new or existing product or product option(s) that are added to your system must be purchased separately.

Technical Support does not cover the costs of any hardware upgrades irrespective of whether or not that hardware was purchased through Telestream.

Technical Support coverage does not include costs associated with updating customizations provided by Telestream Professional Services. If customizations are required to comply with new core capabilities, that work will be done for a fee and defined in a Statement of Work by Telestream Professional Services.

Technical Support coverage does not include the support of customizations developed by third-party business entities regardless of the inter-connectivity to Telestream products.

Telestream Support coverage does not include Training Services. Training is offered through Telestream Professional Services.

Installation of all software updates, upgrades and maintenance releases are the responsibility of the customer and are not included under Technical Support. If remote or on-site installation of software is required, this effort will be quoted at the then current published price. Any reinstallation required due to any non-DIVA software issues are not included under Technical Support.

Telestream Support does not include workflow design and implementation.

Customers setting up new workflows or looking to migrate from one Telestream product to another should engage their account team to discuss training or professional services. Inquiries fielded by Telestream Support may be deferred to the professional services team.

Language

English is required for all communications with Telestream Support.

Customer Responsibilities

Customer is responsible to safeguard all programs, data and removable storage media at all times (including before and after Telestream performance of any services). Customer is responsible for running frequent database backups to minimize the risk of data loss in the event of a database failure. Telestream does not warrant or guarantee that customer data, settings or configurations will be preserved through the repair process.

Customer acknowledges and agrees that for hardware returned to Telestream, it is Customer's obligation and responsibility to ensure that any confidential, proprietary or otherwise sensitive information, including, without limitation, individually identifiable consumer information about Customer's customers, stored on any hardware returned to Telestream, is completely wiped and purged by Customer prior to delivery to Telestream. Telestream shall not be liable for any information remaining on hardware returned by Customer.

Furthermore, Customer shall indemnify, defend and hold harmless Telestream and its officers, directors, shareholders, employees and agents, and its respective successors and assigns, against any cause of action, loss, liability, damage, cost or expense of any kind, including without limitation, attorney's fees and costs, including allocated costs of in-house counsel (whether or not suit is brought), arising out of or relating to Customer's failure to completely purge all such confidential, proprietary or sensitive information from the hardware.

Terms of Service

These Support Services are subject to the Telestream Terms of Service located at: <https://www.telestream.net/company/terms-of-service.htm>

These may be updated from time to time. Telestream reserves the right to refuse Support Services to anyone who violates these Terms of Service, up to and including termination with no refund to the customer for any remaining time left in the support contract.

