Telestream Maintenance and Support Guide

for Masstech Products

telestream

Copyright and Trademark Notice

Telestream, LLC.
848 Gold Flat Road
Nevada City, CA 95959
Phone: +1 530-470-1300

Table of Contents

Summary

We at Telestream are proud of the great service we offer our customers. We want you to be able to receive all the benefits of your support agreement with us, so we are providing this guide to help you know what is available to you and how to receive assistance in running your MassStore or FlashNet system. We also summarize the Professional Services that are available to you on a chargeable basis. A separate guide provides more detail about such services.

How the Support Team works to assist you

Requests for assistance are usually made via email or telephone. Our team leaders assign new support activities to engineers within the team, who contact you directly. They are then responsible to understand and resolve requests and work directly with you to do so.

Customer calls and issues are logged into the Telestream ticket system for problem tracking and resolution. A case ID is generated, and the priority/ severity level is ascertained and recorded.

Where necessary the engineer will request to access your MassStore system remotely to diagnose the problem. Most issues can be addressed in this manner. This remote access capability translates to very low response times on average. Troubleshooting may be also executed at one of our Telestream facilities.

Critical issues that arise are addressed and escalated to Engineering as they occur and take precedent over other non-critical situations.

Masstech Gold and Silver Service

You can elect to purchase either our Gold Service or our Silver Service. Gold Service costs a little more and includes additional benefits. The features described here apply to both Gold and Silver Service and highlights those benefits that are only available to Gold customers. Gold Customers have access to assistance 24 hours a day, 7 days a week. Silver customers are entitled to support between the hours of 8 am to 5pm in your 5-day working week.

When we send you a support renewal quotation, we will propose renewal at your current service level, but you can of course request to modify the level of support you require.

Support Response Time 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. Initial response times vary depending on the chosen support contract.

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 Cloud 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.

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 Cloud Support Services 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 Response Time Goals (continued)

Priority	Description	Response Time	Initial Status Update	Target Workaround	Target Resolution
P1 **(Critical)**	Trouble condition where a production-use Telestream system is completely out of service or is causing significant business impact to the customer and no immediate workaround is available.	Gold: 1 Hour Silver: 2 Business Hours	Within 2 hours.	Within 1 business day.	Within 5 business days.
P2 **(High)**	Trouble condition where a feature of a pro-duction-use Telestream system is not out of service, but is causing business impact to the customer.	Gold: 1 Hour Silver: 2 Business Hours	Within 10 hours.	Within 2 business days.	Within 10 business days.
P3 **(Medium)**	Trouble condition where a production-use or development-use (with a valid support contract) Telestream system is impacted, but relief is provided through some other means – temporary fix or workaround.	Gold: 1 Hour Silver: 2 Business Hours	Within 16 hours.	Within 5 business days.	Within 15 business days.
P4 **(Low)**	Any condition or request for assistance that is not business-impacting.	Gold: 1 Hour Silver: 2 Business Hours	Within 24 hours.	As negotiated with the customer.	As negotiated with the customer.

What is Included in your Support Service Contract

The following services are available to all customers who have a current support contract:

1. Receive assistance in using your Telestream Mass-tech products

   Your support includes assistance and guidance in using our solutions, through both direct assistance from support engineers and the use of training materials. This is expected to relate to specific top-ics that we can address within a reasonably short period, within an hour or two. Such topics might include: how to perform a required process, how to use a feature effectively, how to use the system to do particular task, or other such queries.

   If you need more structured and Individualized training, such as to educate a new employee or to learn about an entire new part of our solutions, then we are happy to provide such training as a chargeable service.

2. Receive assistance in modifying or managing your Telestream Masstech system. The service includes asking Telestream for assistance or advice about system configuration, advice on infrastructure. For example:

a. Adding/removing/ modifying user accounts, user groups, and security permissions.

b. Adding a new watch folder storage location if your software license includes additional locations. This also includes video server locations or FTP servers of the same type as the existing configuration.

c. Adding a Storage Manager rule (FlashNet product suite only).

d. Adding a restore folder.

e. Adding tape groups and disk groups.

f. Minor changes to transcode profiles, such as changes to the bit-rate and resolution settings (MassStore product suite only).

g. Making configuration changes that might be needed when upgrading the software of an integrated third-party system or replacing an existing third-party system with another of the same type. This service is offered as standard if 1) the same interface is used to enable commu-nication between your Telestream Masstech system and 2) the third-party system and the third-party system resides on the same physical location. More complicated projects may need Professional Service assistance.

3. Receive Remedial Operational Assistance

If for some reason your system is not currently operational, we help you get it back into an operational state. For instance:

a. We will work with you to identify the solution to problems that seem to be happening within the system - for instance, if the job queue is not running. If the problem is found to relate to a thir d-party product we will help you identify that that is the case.

b. [Gold Customers only] We will help you to address such problems even if they are not directly related to your Telestream Masstech system. For example, we will help you to:

i) Identify hardware issues.

ii) Resolve configuration-based issues that arise within your Telestream Masstech solutions because of a third-party application being changed. Note that this does not include major hardware upgrades of third-party systems, which may require Professional Service assistance.

c. Do administrative tasks such as formatting/labeling a tape.

4. Receive New Versions of Telestream Masstech Software

As Telestream releases software versions and patches, you are entitled to receive the new releases of software for which you have an active support contract.

a. We will inform you of new releases, telling you about the new features that we have added.

b. You can request an upgrade, which will then be scheduled for a mutually convenient time

c. If you are running an old software version we will contact you periodically (unless you don't want us to), just to let you know why it could be helpful to do the upgrade.

NOTE: Some releases may contain new features that are chargeable. We will let you know if that is the case so that you can decide if such features are useful

5. Remote assistance during normal working hours for upgrading software to the latest version. Upgrading your software is included in the support agreement, assuming all the environment al prerequisites are met. These include hardware requirements, third-party software requirements, suitable internet connectivity, Telestream Masstech licensing, etc.

SOME POINTS TO NOTE:
- We do charge for upgrades that need to be done on weekends (Saturday and Sunday), or overnight, since this in volves special scheduling of our engineers.
- We might need to charge for a software upgrade if you are running a very old version which will require significant additional effort to make happen. We will need to consider this eventuality if you are running a software version that predates the three last major releases. (A major release is identified as one in which the second digit of the release number has incremented: e.g. 8.2 to 8.3.)
- For upgrades where on-site assistance is required for any reason, you will need to purchase Professional Service time.

6. [Gold Only] Create and modify simple workflows

The following specific workflow additions or modifications will be offered by support as part of the gold package. For instance:

a. Archive from a new location to a single destination without transcode. Note that this is limited to one request per week.

b. Simple transcode profile for standard codecs. Check with support if your required code is supported with this service

NOTE: We do reserve the right to charge if u expected complexity arises, resulting in the expected effort being likely to exceed two hours of support engineer effort.

Additional Professional Services available to you

Professional services are available on request, with a quotation being provided. A separate Telestream Masstech Guide presents overviews of standard chargeable services and fees, which we are happy to provide to you. These include:

Training

Assisting you with helping you to get the best out of your system, answering quest ions and work in g through how to perform a task are all provided as part of the standard support service. If you need bespoke training, whether on-site or remote, we are happy to provide a quotation to you.

Advanced workflow and configuration changes

Basic workflow modifications are provided as part of the standard service for Gold customers. Silver customers can purchase assistance with simple workflows. Advanced work includes services such as complex re-configurations to handle new environments or third-party solutions, the creation or modification of complex workflows and adding additional storage solutions.

Application redeployment

Application redeployment services relate to situations in which Telestream Masstech assistance is required in re-installing Telestream Masstech solutions after a change in customer infrastructure or operational problem unless the problem was caused by Telestream Masstech.

How to request assistance or contact the support team

Please send emails to cmsupport@telestream.net or phone: +1 888 827 3139 [US Domestic] or +1 905 946 5701 [International].

How your support contract works

We will contact you 90 days before it is time to renew your support contract. You can either sign the quotation or send us a purchase order. We recommend doing this prior to expiry so that there is no risk of an interruption to your service.

Some Clarifications to Note

1. This is not a legal definition. This Support Summary should not be viewed as our legal definition of services provided. That definition is available in the Telestream Masstech Master Services Agreement, which can be found at https://masstech .com/masstechinnovations-master-services-agreement.

2. This is not an exhaustive list. We want to give as much clarity as possible about the support we offer, so each service listed here contains typical examples of the work that is offered. This document is not intended to be an exhaustive list.

3. There will inevitably be grey areas. While every effort is made to differentiate between service activities that are chargeable and non-chargeable, there will inevitably be circumstances or requirements that will require specific assessment. We reserve the right to determine whether a specific request is chargeable or not, applying the general principles and examples contained in this document.