Telestream UK
Service Level Agreement

for Vidchecker Quality Control Products

telestream

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1. Introduction

This document describes the level of service that Telestream will provide for the Vidchecker and Vidfixer product, i.e. a 'Service Level Agreement' ('SLA').

2. Definitions

Customer/user – person or organisation using the Vidchecker QC Products

Support Request – a request from a customer/user of Vidchecker QC Products for assistance in the using Vidchecker software

Error Report – a report submitted by a customer/user regarding operation of Vidchecker QC Products which appears to be incorrect. The Error Report must contain the information given in Schedule D, submitted to the e-mail address as given in Schedule A

Minor Bug – a small non-conformance in the operation of Vidchecker QC Products which does not materially impact its operation or performance (in Telestream's reasonable opinion)

Major Bug – a significant non-conformance in the operation of Vidchecker QC Products which materially impacts substantial parts of the operation or performance (in Telestream's reasonable opinion)

Critical Bug – a serious non-conformance in the operation of Vidchecker QC Products which impacts the operation or performance of Vidchecker such that it is difficult or impossible for the customer/user to use Vidchecker as required (in Telestream's reasonable opinion)

Workaround – an alternative method of using Vidchecker QC Products either on its own in conjunction with third-party software which alleviates the severity of the impact of a bug

Installation requirements – the hardware and software essential on the customer's/user's system to permit minimal functionally correct operation of Vidchecker QC Products (without which Vidchecker will not operate)

Recommended Configuration – the recommended hardware and software on the customer's/user's system for optimal operation of Vidchecker

Response Time – the quantity of complete business hours or days that elapse from the time that a complete Error Report is submitted to Telestream, as given in Schedule C

Major Update – an update to the Vidchecker QC Software where the revision number has changed by a whole number (e.g. 3.x to 4.x) in accordance with software conventions

Minor Update – an update to the Vidchecker QC software where the revision number has changed by a 'decimal number' (e.g. 4.2 to 4.3) in accordance with software conventions

Maintenance – as described in Schedule B

3. Telestream Support Responsibilities

3.1 Support availability

3.1.1 Telestream will ensure that at least one suitably qualified person is available the whole time of the business hours as given in Schedule A to respond to telephone calls (for maintenance customers) and e-mail.

3.1.2 Telestream will maintain support availability for Vidchecker QC Products for a minimum period of 18 months from the end of availability of Vidchecker QC Products.

3.2 Response to customers/users' Error Reports and Support Requests

3.2.1 Following an Error Report or Support Request Telestream will provide an initial response, which will often give a series of questions and suggestions; it is then the responsibility of the customer/user to reply to this.

3.2.2 Telestream will prioritise the response to Error Reports as given in Schedule C, based upon the maintenance level that the customer/user has and the severity of the bug.

3.2.3 Telestream will prioritise response to Support Requests as given in Schedule C, based upon the maintenance level that the customer/user has. Telestream may restrict the quantity of time that Telestream personnel devote to Support Requests if it is felt (in Telestream's sole opinion) that the Support Request covers an area of basic knowledge that a suitably competent and trained person should already know when working in this field.

3.2.4 The target response time to Support Requests/Error Reports will be as given in Schedule C.

3.2.5 In response to Error Reports Telestream will determine the level of Bug (Minor, Major or Critical) and confirm this to the customer/user and the intended action to resolve.

3.3 Scheduled updates

3.3.1 Telestream will make available at least one Major Update and at least one Minor Update every calendar year.

3.3.2 Customers/users who have maintenance will be provided download details for each update within 3 days of its availability.

3.3.3 Customers/users without maintenance will be notified of the availability of each update within 15 days of its availability, with an option to purchase the update at the then-current price.

3.4 Response to Error Reports including non-scheduled updates (bug fixes)

3.4.1 Telestream will prioritise the response to Error Reports as given in Schedule C.

3.4.2 The response to an Error Report can be:
 3.4.2.1 to issue an interim update version of software (e.g. with a version number x.x.1 or x.x.2), or
 3.4.2.2 provide a suggested Workaround (perhaps until an update is available), or
 3.4.2.3 suggest that the customer reverts to a previous version of Vidchecker which does not exhibit the problem concerned, or
 3.4.2.4 state that the issue will be resolved in a future scheduled update of Vidchecker, or
 3.4.2.5 state that the issue will not be resolved.

Which of the options in section is chosen will depend upon the severity of the Error Report, the maintenance level that the customer/user has, and Telestream's reasonable opinion on the best approach.

All bug fixes will be provided free of charge to customers/users with maintenance.

Customers/users without maintenance may be charged a fee for any new version which contains a bug fix, at Telestream's discretion.

4. Customer Responsibilities

4.1 Submission of Support Requests and Error Reports

4.1.1 Prior to submission of a Support Request or Error Report the customer/user must ensure to refer to and read the relevant section of the Vidchecker help.

4.1.2 Straightforward Support Requests (such as questions 'how do I..?") may be submitted without providing all the information in Schedule D.

4.1.3 All Error Reports are required to be submitted with all the information listed in Schedule D.

4.2 Vidchecker installation environment

4.2.1 The customer/user must ensure that the minimum installation and operation requirements for Vidchecker have been met. This includes ensuring that correct minimum level of PC/server hardware and operating system are being used, and that appropriate user level permissions, network permissions and security settings are correct during installation and use. (This will mean that an Administrator level account will be required for installation, and may be required for use.)

4.3 Customer/user personnel

4.3.1 A customer/user requesting support (whether a Support Request or an Error Report) must be suitably technically qualified to make the request and if appropriate assist with error diagnosis (in Telestream's reasonable opinion).

4.4 Requirements while assisting with support

4.4.1 While Telestream is assisting the customer/user to resolve a Support Request or Error Report, the customer/user must have Administrator rights to the PC/server on which Vidchecker is running and be able to provide all relevant screen shots, technical data, error logs and reports as requested by Telestream. Where this information is not provided the support may be delayed.

4.4.2 Although not essential, it is highly recommended that the customer/user also provides online access to the PC/server on which Vidchecker is running and concurrent voice conferencing access (using online access and conferencing facilities nominated by Vidchecker at no cost to the customer/user), to allow Telestream personnel to directly see the issue concerned and if useful to directly control the PC/server which has the issue. Normally in this case Telestream can provide much faster resolution of Support Requests /error Reports, as listed in Schedule C.

5. Limitations

5.1 Performance of customer's/user's PC/server and network

5.1.1 Telestream cannot be responsible if performance of Vidchecker is slow or interrupted due to PC/server, network or other issues which Telestream reasonably considers is external to the Vidchecker software.

5.2 Correct licensing

5.2.1 Telestream cannot be responsible if the problem that the customer/user is experiencing is due to the relevant options of the software not being licensed by the customer/user.

5.3 Force Majeure

5.3.1 In the event of unforeseen activities or acts of God or other events which are beyond the reasonable control of Telestream, support may be delayed. Such events include but are not limited to: acts of war; terrorism; industrial dispute; civil unrest; severe weather; fire, flood or disruption of power to Telestream's premises or remote facilities (such as web servers); unexpected injury, illness or death of Telestream personnel.

SCHEDULE A: TELESTREAM SUPPORT CONTACT INFORMATION AND BUSINESS HOURS

E-mail: qcsupport@telestream.net and usqcsupport@telestream.net

Telephone: UK +44 (0)117 325 8700 (GMT/BST timezone) US 615-756-3360 (CST timezone)

Ticketing System: http://www.vidcheck.com/support_ticket/

Business hours: UK: Mon-Fri 9:00am to 5:00pm (GMT / BST) excluding UK national public holidays

Additionally, support may be available during US (CST) business hours, Mon-Fri 9:00am to 5:00pm excluding US national public holidays [note that this does not form part of the SLA]

"One business day" = timed from the given time on one business day to the same time on the subsequent business day

SCHEDULE B: DESCRIPTION OF MAINTENANCE

Maintenance – where a customer has purchased maintenance, which provides priority telephone and e-mail support plus all updates within a 12- month period from the date of commencement of the maintenance

SCHEDULE C: RESPONSE TIMES TO SUPPORT REQUESTS AND ERROR REPORTS AND TYPE OF RESPONSE TO ERROR REPORTS

Table 1: Initial response times (maximum)
This is the time to provide an initial response e-mail or telephone call

Type of request	Maintenance
Support Request	2 business days
Error Report	1 business day

Notes:
1. The times given above and below are target maximum times, intended to be achieved on at least 90% of occasions.
2. The times are based upon the business hours of Telestream as given in Schedule A
3. 'As available' means as Telestream personnel are available, depending upon the higher priority given to customers/users with maintenance

Table 2: Response Types and Times to Error Reports
This is the intended response type(s) and time(s) to Error Reports, once it has been classified as a particular type of Bug

2a: Customers/users with maintenance

Bug Type	Maintenance	
	Response type	Time (business days)
Critical	Work-around suggestion (if possible)	2 days
	Issue initial fix (software update)	3 days
Major	Work-around suggestion (if possible)	3 days
	Issue initial fix (software update)	5 days
Minor	Work-around suggestion (if possible)	5 days
	Issue initial fix (software update)	With next scheduled update

2b: Customers/users without maintenance contract

Note that customers/users with maintenance take priority, so that the times below apply only after any outstanding issues with maintenance customers/users are fixed.

Bug Type	Maintenance	
	Response type	Time (business days)
Critical	Work-around suggestion (if possible)	2 days
	Initial fix (software update) available for purchase	3 days
Major	No support offered	–
Minor	No support offered	–

Note: The response types given above may vary depending upon the circumstances.

SCHEDULE D: INFORMATION REQUIRED IN ERROR REPORTS

The information required by Telestream in order to diagnose operation of Vidchecker QC Products that is believed to be incorrect:

1. All Error Reports are to be submitted to the e-mail address given in Schedule A.

2. The Error Report must include the following information:

    2.1 Customer/user:
        a. company name
        b. contact name
        c. contact e-mail address
        d. contact direct telephone number (and ideally mobile number)

    2.2 PC details
        a. operating system of PC (major Windows type, revision, service pack level and 32/64-bit if applicable, e.g. Windows 7 Professional 64-bit; Server 2008 R2)
        b. version of .NET being used (including service pack, if appropriate)
        c. browser type and exact version number being used
        d. if the user is an Administrator

    2.3 Vidchecker details:
        a. Vidchecker version being used (from Admin page)
        b. licensed options (from Admin page)
        c. current configuration, if a Vidchecker Grid
        d. the user level experiencing the problem (viewer, operator, admin)

    2.4 Error details:
        a. description of error
        b. exact error text
        c. screen shots (if possible)
        d. details of file(s) being processed at the time: wrapper format, video codec (and variant), audio codec and audio tracks
        e. the frequency of occurrence of the error and repeatability
        f. the impact of the error
        g. when the error commenced and what changed (if anything) immediately prior to the error occurring

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