Mediaocean Global Support Policy

About this document

This document describes how Mediaocean will support clients globally.

Change History
Version 1.0 – Document template update
Version 2.0 – Terminology updates

Review History

Reviewed by	Date	Comments
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This policy describes the standard support services Mediaocean provides to licensed Clients, including support terms, severity definitions, response time targets, and availability.

Prerequisites for Access to Mediaocean Support

Access to Mediaocean Support will be provided to Clients for the term outlined within the Master Services Agreement and related Order Form(s) based on the following criteria:

- The Client has a current and fully executed governing agreement in place with Mediaocean;
- The Client's supported products and/or services have not been suspended pursuant to their governing agreement; and
- The supported products and/or services are being used in accordance with the terms contained within the governing agreement, and the Client is not in breach of their agreement.

Mediaocean may elect not to provide access to Mediaocean Support for Clients that do not meet the above criteria. All Clients provided access to Mediaocean Support will receive standard services during the normal operating hours outlined in this policy unless otherwise specified in their current governing agreement.

Support Services

Support services consist of: (a) providing consultative support via Mediaocean Support to authorized users and designated support personnel concerning the operation of the Mediaocean software; (b) providing upgrades and new releases; (c) providing technical support for on-premise systems; and (d) providing fixes, workarounds and error corrections. For purposes of clarification, maintenance and support services cover all customizations, updates, fixes, workarounds, error corrections and other developments generally provided by Mediaocean for the software and services.

Support Hours

Mediaocean Support is available Monday through Friday to handle day-to-day questions and Error reports (as defined below) regarding Mediaocean systems and software. Hours of availability and observed holidays are based on region and location. Access to self-service capabilities on the Mediaocean Support Portal is generally available 24 hours a day, seven days a week.

Support Ticket Submission

Mediaocean Support can be contacted via the Mediaocean Support Portal located at www.mediaocean.com. Authorized users should review self-service options first and, if necessary, create a support ticket via the portal or initiate a chat with the appropriate support team, if available. Emails directed to our various support teams will automatically create tickets and are appropriate for more complex issues requiring detailed descriptions, steps to replicate and attachments. For Severity 1 reports, phone support is available. Phone support may be subject to an additional fee for non-urgent issues or questions.

Support Response Times and Error Tracking

An Error refers to either a disruptive event or an incident of non-functioning software that indicates some part of the system is not working as designed.

All reported Errors and support questions are tracked using Mediaocean's ticket management system, and all related correspondence is recorded in the associated ticket. Clients are provided the level of access necessary to the Mediaocean ticket management system to report and monitor support tickets.

Mediaocean will classify and prioritize each Error at the time of report based on the following criteria:

Error Classification Table

Error Classification	Criteria
Severity 1: System Down	Errors that result in the loss of all processing capability system wide.
Severity 2: Critical/High	**Critical Impact:** Errors that materially disable major functions from being performed and therefore affect the normal operation of the software during the normal working day.
Severity 3: Normal/Medium	**Degraded Operations:** Errors that disable only certain, nonessential functions but do not affect the normal operation of the Software during the normal working day.
Severity 4: Low	**Minimal Impact:** Intermittent Errors affecting use of certain nonessential functions of the software. **Support questions:** No Errors present; "how to" questions.

The Error classification and priority may alter over time, at Mediaocean's discretion, as more information becomes available or workarounds are provided.

Response time measures Mediaocean's responsiveness to reported Errors; as such, response time is measured from the time the Client reports the Error. All response times are based on actual business hours as published for each region. A full business day is defined by the number of actual business hours constituting a full business day. For example, if the published business hours for support in North America are 8:00 AM to 9:00 PM ET, a full business day equates to 13 business hours.

Mediaocean's support of the response times described herein is contingent upon Client fulfilling its responsibilities as set forth herein.

Provided that the Client provides a detailed description of the Error along with any information reasonably requested by Mediaocean, including replication of the Error, that may allow Mediaocean to verify them at the time Client reports the Error, Mediaocean shall respond to Error reports according to the following schedule:

Target Response Times Table

Error Classification	Acknowledge receipt of error report or support question	Target for initial response	Target for providing a resolution or error correction
Severity 1: System Down	15 minutes	2 business hours	As available
Severity 2: Critical/High	1 hour	8 business hours	As available
Severity 3: Normal/ Medium	2 hours	One full business day (based on regional business hours)	As available
Severity 4: Low	4 hours	Two full business days (based on regional business hours)	As available

Response time is not a resolution goal and should not be interpreted as a guarantee of service. Mediaocean Support will use commercially reasonable efforts to adhere to the target time frames listed above. For non-reproducible Errors, Mediaocean shall not be bound by the above schedule. For Severity 1 Errors, the first goal is restoration of service followed by root cause analysis.

With respect to Error reports received outside of normal business hours, Mediaocean shall acknowledge receipt of such Error report as soon as possible on the first business day following Client's submission of such report, and the response time goals set forth above shall be measured from the beginning of such business day.

A desire for new functionality will be categorized as an enhancement and closed. An Error resulting from the Client not using the software properly will be classified as a training issue, and the Client will be directed to user education via Mediaocean University.

Support Ticket Closure

Support tickets are solved upon delivery of an answer, alternative workflow or resolution. Upon solving, the ticket reporter can reopen the ticket within ten business days via email or the Mediaocean Support Portal. After ten business days, the ticket is permanently closed and cannot be reopened. An open ticket pending feedback from the client will auto-generate email reminders prompting the ticket reporter to respond. If no response is received within seven business days, the ticket is autosolved. The ticket reporter has ten business days to reopen the ticket via email or the Mediaocean Support Portal.

Reporting

Authorized users can review and update support tickets on the Mediaocean Support Portal. Mediaocean will provide a metrics report upon request, no more frequently than on a monthly basis, subject to additional fees.

Support Languages

All support provided by Mediaocean Support is delivered in English, unless otherwise specified.

Additional Support

Mediaocean may offer additional support, including reporting, on-site support and off-hours coverage, for additional fees. Professional Services may be recommended at Mediaocean's then-published rates.

Client Responsibility

The ability of Mediaocean Support to respond quickly and effectively to tickets is dependent on the Client fulfilling the responsibilities and requirements set forth in this policy.

Clients will use all commercially reasonable efforts to:

- Ensure all end users have completed relevant training sessions via Mediaocean University and have appropriate knowledge and skills involving applicable supported products;
- Provide information relevant to the ticket within a reasonable period of time after submitting a ticket, or upon request;
- Participate in screen-sharing sessions as necessary to capture the Error and steps leading up to the Error; and
- Act upon recommended solutions or workarounds provided by Mediaocean within a reasonable period of time.

Access to Client Data

In order to allow the proper diagnosis of support tickets, Mediaocean may require access to Client data. Client data refers to any data and information the Client provides, generates, transfers or makes available to Mediaocean, whether printed, electronic or in some other format. Client data shall also include data and information belonging to the Client's customers.

Access may include, but is not limited to:

- Ability to view the end-user's desktop
- Copies of reports, screen prints and/or other static data
- Access to test or production databases

Read-only access is often required for troubleshooting purposes and does not require client approval. In tickets where write access to production environments is required, Mediaocean will ensure that requests are made only when no alternative is appropriate and feasible, and that client approval is captured in the related support ticket. Mediaocean reserves the right to automatically close tickets when the Client has not provided adequate, necessary data for a full analysis within a reasonable period of time.

Service Availability and Maintenance

Mediaocean service availability is based on region and product and is published on the Mediaocean Support Portal at www.mediaocean.com/operating-hours. A standard maintenance window is defined as a regularly scheduled window of time during which the system is not available so that Mediaocean can complete enhancements or changes to the environment. Mediaocean will provide 24 hours' notice in advance of any maintenance occurring within published system hours, except for circumstances requiring emergency maintenance. Mediaocean will notify the Client immediately of any required emergency maintenance, including the reason for and impact of the emergency maintenance.