

SUPPORT PLANS SERVICE DESCRIPTION

SUPPORT PLANS					
SERVICES*	INDIVIDUAL	BUSINESS	ENTERPRISE	PREMIER	
	Service Desk access, standard technical support with standard Response Times.	Provides all the benefits of Individual Support Plan, with the added flexibility for unlimited user accounts to be able to open Support Cases, Third-Party Software Support and quicker turn-around times and general architecture guidance.	Provides 24/7 access to Support Officers, less than 1 Business Day Response Times and guidance on architecture based on the use case.	The complete support package; with architecture and proactive guidance, Launch Support and Training. As well as quick Response Times, Third-Party Software Support, and 24/7 access to senior Support Officers via the Support Desk.	
Customer Service	24x7 access to subscription and billing support.				
Online Documentation	Full access to online self-help documentation, including but not limited to API documentation, usage guides, whitepapers, troubleshooting, common questions, reference applications and samples.				
THEO Developer Portal	Full access to personalized dashboards, SDK configuration tools, usage and analytics.				
Service Desk	Full access to Service Desk for issue filing and tracking				
Technical Support	8x5 Business Hours access to Support Officers via Service Desk	8x5 Business Hours access to Support Officers via Service Desk and e-mail	24x7 access to Support Officers via Service Desk, e-mail and phone	24x7 access to Senior Support Officers via Service Desk, e-mail and phone	
How many user accounts?	Single user account	Unlimited user accounts.			
Amount of Support Cases that can be opened in a calendar month.	≤ 3	Unlimited Support Cases			
Third-party software support	-	Interoperability & configuration guidance and troubleshooting			
Solution Architect	-	2 hours/month	8 hours/month	24 hours/month	
Technical Project Manager	-	-	-	16 hours/month	
Architectural Support	-	General Guidance	Guidance based on use case	Consultative review and guidance based on use case	
Proactive Guidance	-	-	-	Designated Solution Architect	
Launch Support	-	-	-	Designated Technical Project Manager	
Resource Swap	-	-	-	Yes	
Training	-	-	-	Technical web seminars and on-demand training.	
Professional Services	Available upon additional purchase.				
Service Level	Severity	Response Time			
	Critical impact	< 3 Business Days	< 1 Business Day	< 2 hours	< 2 hours
	Moderate impact	< 3 Business Days	< 1 Business Day	< 4 hours	< 4 hours
	Minor impact	< 3 Business Days	< 1 Business Day	< 8 hours	< 8 hours
	Informational	< 3 Business Days	< 2 Business Days	< 1 Business Day	< 1 Business Day
PRICING	Greater of 50 EUR/month or 10% of monthly License Fee	Greater of 500 EUR/month or 12% of monthly License Fee	Greater of 1,500 EUR/month or 15% of monthly License Fee	Greater of 7,500 EUR/month or 18% of monthly License Fee	

Support Plans Service Description	
*Services	The Supplier's standard Services are described in more detail in this Support Plans Service Descriptions. Other Services may be separately purchased and are subject to additional Fees. At any time during the Term, Company may choose to upgrade to an advanced Support Plan subject to due payment of the Fees.
Support Case	A Support Case is one incidence for which Technical Support is requested. Multiple incidences from multiple Support Cases. Depending on the Support Plan the number of Support Cases may be limited per month whereby unused amounts of Support Cases cannot be accumulated and will expire at the end of the respective month.
Business Hours	The Services will be provided between 9 am and 5 pm CET on a Business Day (Monday to Friday), unless otherwise indicated in the Support Plans or agreed in writing.
Support Officers	Responsible for responding following-up, guiding, and supporting all inquiries and feedback from customers with regard to the Support Cases. A "Senior Support Officer" shall have an experience of at least five (5) years as a software engineer and be specialized in the relevant subject matter of the Support Case.
Customer Service	Customer Service includes subscription support in order to help with explanations regarding the scope of the Support Plans. Billing support is provided with regard to the payment transactions, invoices, billing management and relevant used tools.
THEO Developer Portal	<p>SDK Downloads: The portal represents a self-service presence bringing together all the tools to manage and configure all the THEOplayer SDK's. An online self-service tool that accesses customers to THEOplayer UVP SDK downloads, after registration.</p> <p>Configurations: Customization and configuration of the SDK builds to tailor them towards the specific customer's requirements.</p> <p>Dashboards: Personalized usage user interface which displays SDKs downloads, configuration options, metrics, and other key data points per user.</p> <p>Built-In Tools: Self-service tools allow customers to manage and customize the desired SDK that the portal provides. Including setup and getting started guides for the SDK's and various frameworks, full SDK API reference documentation, knowledge base, Support Chat feature, Support plan offer, Usage dashboard, and Billing information.</p>
Service Desk	Service Desk is an online tool with a direct interface with a Support Officer that includes ticketing and email support using an online integrated dashboard on the THEO Developer Portal which can be reached via online chat and through support@theoplayer.com for managing, filling and tracking of Support Cases under a specific number of user accounts per registered contact email subject to the chosen Support Plan.
Third Party Software Support	Third Party Software Support may include help with third-party software integration, interoperability, configuration and troubleshooting, such as Chromecast, Google, analytics vendors, ad insertion, DRM, open-source software, or other software libraries within the time allocated for the Solution Architect or the Technical Project Manager as defined in the respective Support Plan.
Technical Support	Technical Support is provided by a Support Officer and contains clarifications, how-to questions, investigations, provision of documentation with regard to technical incidences or issues in connection with the licensed Software in production, its integration and within the scope and during the Business Hours as agreed in the Support Plan.
Solution Architect	Provides support and General Guidance with the integration of the Software and helps to align the overall system architecture with the business requirements. Depending on the chosen Support Plan the Solution Architect provides Architectural Support and Proactive Guidance within the total limit of predefined hours per calendar month.
Technical Project Manager	A designated Technical Project Manager provides the project planning and helps to coordinate the project with regard to the technical aspects as well as the completion of the Services within the total limit of predefined hours per calendar month as defined in the Support Plan.
Architecture Support	Architecture Support is for larger end-to-end streaming services and high-level architecture or application which is provided by a Solution Architect who will support with technical questions to the high-level overall system architecture focused on the integration and related matters within the scope of the chosen Support Plan. The General Guidance focuses on overall solution architecture. General based on specific use cases may include guidance on the functionality of components such as DRM, analytics, monetization options or encoder and packager configuration.
General Guidance	General guidance means help and high-level feedback on taking technical decisions and documentation, tips and best practices, which does not include detailed support for specific implementations.
Proactive Guidance	Proactive Guidance is provided by a designated Solution Architect as the main contact for operational and technical questions who may provide advice and consultancy on how to avoid or prevent issues during the integration of the Software, including how-to questions and best practices for specific matters, access to service reviews and reporting.
Launch Support	Launch Support is provided by a designated Technical Project Manager who assists with rollouts and launches of the Software or major Updates related to their integration and prior production, go live, the first release or use thereof, which includes

	<p>coordination, planning and managing of activities, expectations and timelines related technical aspects of the project and supporting the Solution Architect while being a counterparty to the customer’s project manager.</p>
Resource Swap	<p>In case of unused hours of the Technical Project Manager or the Solution Architect a “Resource Swap” may take place only within the same month of application and cannot be transferred to another month. The dedicated budget for a maximum of 8 unused Technical Project Manager hours may be shifted to increase the Solution Architect hours. The dedicated budget for a maximum of 10 unused Solution Architect hours may be shifted to increase Technical Project Manager hours.</p>
Training	<p>The Customer has access to training such as technical web seminars and on-demand knowledge within the time allocated for the Solution Architect or the Technical Project Manager as defined in the respective Support Plan.</p>
Professional Services	<p>Professional Services are available upon additional purchase either, on a time and material basis or at standardized rates and may include the handling of matters outside the scope of the Support Plan for the support with custom requirements and nonstandard services.</p>
Service Level	<p>Response Time addresses the time needed to acknowledge reception of the incident and start of the investigation. The Service Level apply to the Services for Technical Support starting with the following new Business Day or hour, as the case may be. Exceptionally, on a case-by-case basis upon reasonable grounds and in order to consider the specific circumstances in the current situation, Parties may agree on different Service Level for such single case or Supplier may extent the Service Levels upon prior notice. The following category of Severity cases as assessed by Support Officer shall apply:</p> <p>Critical impact: A production incident where the player SDK, or a combination of a THEO component and the functioning within the player SDKs, is unavailable and no media can be played.</p> <p>Moderate impact: A production incident where there is a major failure of a feature in the player SDK, or a combination of a THEO component and the functioning within the player SDKs and the provided workaround is inconvenient or no workaround exists. The player is usable but severely limited. More than 25% of viewers are affected by the failure.</p> <p>Minor impact: A production incident where there is a minor failure of a feature in the player SDK, or a combination of a THEO component and the functioning within the player SDKs or in a case where a convenient workaround exists. 25% or less of the viewers are affected by the failure.</p> <p>Informational: General user queries related to the operation, the update/upgrade or integration of the player SDKs, or an incident that does not have a significant production impact.</p> <p>For Enterprise Plan and Premier Plan all Critical Impacts must be notified by Company via ticket at Supplier’s support desk and always via phone under +32 16 44 56 00.</p>