Professional Services Policy

Overview

Telestream 2 LLC and its affiliates ("Telestream") offers to customers (each a "Customer") its professional services ("Professional Services" or "PS") which may include the implementation and testing of the proposed solution to ensure that it operates correctly within Customer's environment. Professional Services offered or provided to Customer by Telestream are subject to this Professional Services Policy and to the General Terms and Conditions for Services located at https://www.telestream.net/company/terms-for-services.htm.

Customer Disclaimer

For all opportunities, Telestream has strongly recommended the inclusion of Professional Services to ensure the proper configuration, deployment, and success of the solution. Professional Services will be performed only for customers with valid and current support agreements. If Customer's current support agreement expires either prior to the scheduling of Professional Services or during an active project, Customer must procure a new valid and current support agreement before the Professional Services will be performed.

By opting out of any recommended Professional Services, Customer acknowledges and agrees that:

1. **Limitation of Support:** Customer waives the right to request assistance from Telestream related to implementation, configuration, troubleshooting, or any other support that would have been covered by the recommended Professional Services.
2. **Post-Sale Liability:** Customer accepts full responsibility for the outcome and performance of the project. Any issues arising due to the absence of Professional Services will be the sole responsibility of Customer.
3. **Option to Purchase Professional Services Later:** Customer may opt to purchase Professional Services at a later stage. The work will be scoped and priced accordingly. This option may lead to delays in the project timeline since Professional Services resources will need to be scheduled. Customer acknowledges that these delays are outside the responsibility of Telestream.

Services

Professional Services will be quoted to Customer based on the scope of work and the level of effort required to complete the work in full. All elements of the work will be configured, tested and completed in concert with Customer. All services will be provided remotely through a VPN connection or through an application such as TeamViewer to access Customer's system.

Services the PS team offers include:

- Configuration & Testing
- Training Sessions

- Basic & Advanced Workflow Design
- System Migrations
- System Updates / Upgrades

Pricing

Pricing will be based on the level of effort it will take to complete the full scope of work. Basic guidelines are as follows:

1. A day constitutes an eight (8)-hour workday during Telestream's normal business hours with the PS resource performing the work remotely. Should Customer request that Telestream perform the work outside of normal business hours, including over a weekend on a Telestream holiday, and/or that the Professional Services resource travel to perform the work onsite, additional fees may at Telestream's sole discretion be added to the price, either (a) in a written quote from Telestream, or (b) through a written change order from Telestream("Change Order"), if Telestream has accepted the requested change after the project has begun.
2. Should Customer require a resource to be available for longer than an eight (8)-hour workday, additional fees will apply to the price.
3. The resources assigned by the Professional Services team will be comprised of either a Field Services Engineer or a Senior Field Services Engineer. In special cases, should Customer require a Subject Matter Expert from the Telestream organization, the price may, at Telestream's sole discretion, be increased based on the additional or amended resource being provided.
4. Requests made by Customer to provide support for special events will be scoped and priced accordingly, among other factors taking into consideration the issues detailed above.

Customer Obligations

Customer is responsible for completing the following obligations prior to Telestream's commencement of performing the project tasks:

1. Providing configured hardware with the correct operating system which meets the requirements of the specifications.
2. Assigning a technical point of contact with administrative rights to be available during the project schedule.
3. Providing a working VPN connection, Anydesk, or Teamviewer connection between Telestream and Customer's system that allows remote access. Zoom or other conference call tools are not acceptable, as they will not provide the required bandwidth with which to perform the necessary work.
4. Providing to Telestream documentation that defines Customer's existing environment, including elements such as network information, naming conventions, and streaming information.

Scheduling

Once an opportunity has been purchased by Customer, the work will enter the Professional Services queue and be scheduled in coordination with Customer's team lead. A project kick-off meeting will be conducted where a review of the scope of work, the planned schedule and any special requirements the Telestream PS team requires from Customer will be confirmed.

Telestream will confirm the scheduled dates in concert with Customer to ensure that all parties are ready to begin the work.

Project Work

Customer acknowledges and agrees that during project work, the affected Telestream systems will be unavailable for use for at least the duration o the work and therefore incapable of performing normal operations during the duration of the work. The work will be discussed during the project kick off-meeting and agreed to with Customer when the schedule is defined.

Change Orders

Once the project work begins, if out-of-scope work is identified by either the PS resource or Customer, Telestream will initiate the Change Order process. The revised work will be scoped, priced and presented to Customer for signature by the PS team management. Once agreed to and accepted by both parties, the revised work set forth in the applicable Change Order will begin.

Testing

Once configured, the system components will be tested to ensure full operability within Customer's environment. For larger, more complex projects, Telestream will review a test plan with Customer to ensure that all elements are agreed to before testing begins.

Completion

Upon completion of testing Customer will be presented with an acceptance certification to be signed within ten (10) days. If Telestream does not receive a notice of non-acceptance from Customer within this testing period, the PS work will be deemed accepted.

Transition to Customer Support

Once the project is completed, the work completed within the project will be transferred to Telestream's Support team for any further communications. An email will be sent notifying Customer of this transition. All further inquiries for service and support must be made to the Telestream Customer Support Team at the contact information provided in the email. The email will also include instructions on how to open a support case.