

# SUPPORT & SERVICES

Harmonic's passion for video extends far beyond developing products, we are committed to your success. We've brought together a global team of industry professionals, ready to assist you 24/7. We use our experience in deploying cloud-native software on your private data center to get your services launched faster, so you can focus on your business.

## STANDARD SERVICE AGREEMENT

Any VOS® Cloud-Native Software deployment includes the Harmonic Hub. You will have access to VOS usage counters showing your remaining capacity, ability to download software updates or upgrades and to backup your VOS software configurations. Plus, you will automatically have the following:



VOS Standard Service Agreement Includes:		CloudCare Extension
Support availability	24x7x365	24x7x365
Incident acknowledgment	5 Mins	5 Mins
Severity 1* response time	30 Mins	15 Mins
Severity 2* response time	2 Hours	30 Mins
Severity 3* response time	4 Hours	1 Hour
Formal root cause analysis	No	All severity 1
24x7x365 proactive monitoring / remediation notification	No	Yes
Customer Success Manager <sup>1</sup>	Yes	Yes
Engineering service billable rate	Fixed per-hour-rate	Fixed per-hour-rate
Upgrade implementation	Quotable	Two upgrade implementations per year

## EXTEND SERVICE AGREEMENT WITH CLOUDCARE

CloudCare<sup>2</sup> is an optional service where our team actively monitors your systems and notifies you when needed. The team is always available to quickly respond to your questions.



Monitors notifications coming from the system indicating potential issues



Notifies you through Hub if we see an issue



Assists with troubleshooting by providing relevant information and suggesting recovery steps for you



Performs corrective actions when we understand the root cause and we are permitted full access to your system

1. Customer Success Manager is the internal customer champion and primary escalation point between the customer and Harmonic. They are close with customer systems, usage and manages and facilitates resolution of issues or customer feature and change requests. They arrange review meetings at the customer request, coordinate system upgrades and attend quarterly business reviews (QBR) onsite between Harmonic and customer's management and staff.  
 2. Harmonic CloudCare is not responsible for performing recovery without notifying and coordinating with the customer, accessing systems without the customer authorization, monitoring components outside of VOS Cloud-Native Software and monitoring services (e.g. checking video and audio). When Technical Assistance is needed, it is performed via Harmonic Hub connected session. Hardware failures are not included in the Standard SLA and is entirely the responsibility of the customer. When the hardware is supplied by Harmonic, it is covered by the standard HPE SLA and customer is responsible for interacting directly with HPE to fix hardware failures. Also, platform (OS) support and maintenance is entirely the responsibility of the customer. In case of technical problems, three levels of severity are defined: \*Severity 1 - Emergency: down system. VOS Cloud-Native software is inoperative, or performance is so degraded that normal operations are prevented almost entirely. \*Severity 2 - Critical. Performance of VOS Cloud-Native Software is so degraded that substantial disruption to normal business operations is occurring, or the problem is threatening to cause a critical system failure. \*Severity 3 - Major Impact. VOS Cloud-Native Software is experiencing errors or problems that have no impact on normal operations. When subscribing for CloudCare, the commitment minimum is 12 months. All CloudCare services are delivered remotely via customer supplied secured connection.

VOS Cloud-Native Software services are built and delivered by the most skilled and experienced video experts in the industry. Decades of media industry expertise are serving you.

## ACTIVATION & SETUP SERVICE

There is a standard activation and setup service<sup>3</sup> for successfully deploying VOS Cloud-Native Software in your private data center. Our service team will:

- Perform project management
- Remotely install VOS Cloud-Native Software on your deployed hardware
- Test interoperability with certified third-party partners
- Activate and configure channels to mutually agreed specifications
- Train users via webinars, e-learning videos and self-guided materials
- Perform Functional Verification Tests (FVT) to Harmonic demarcations

## A-LA-CARTE OPERATIONAL SERVICES

Once VOS Cloud-Native Software is operating, you have options. Either you control and configure changes yourself, such as adding nodes to your cluster, or have Harmonic manage it. These additional services are available at a fixed price-per-hour. Simply contact [Harmonic Services](#) to discuss the options and schedule what you need.

- Create, activate and de-activate live channels
- System update and upgrade implementation
- Cluster expansion for additional capacity
- Modify transcode profiles for live or VOD
- Upload VOD and playout files
- Buildout playout schedule
- Provision VOS360 based DR flows
- Enable or disable VOS360 based DR failovers
- Test VOS360 based DR failovers

3. All service delivery is performed remotely via customer-supplied secured connection (onsite, if requested by customer, at additional cost). This setup service is valid for any bare metal deployment on Harmonic-certified HPE reference platform and Harmonic-specified OS and BIOS settings, with certified third-party partners only. Certified partners are available upon request. A custom quote for this activation and setup service is required for all the other use cases i.e. this is not a bare metal installation or non-Harmonic certified hardware or requires integration with a non-certified partner.