105°360

SUPPORT & **SERVICES**

STANDARD SERVICE AGREEMENT

The standard service agreement included in VOS®360 Media guarantees a service availability of 99.95% during each calendar month of the subscription term.

When CloudLink appliances are used to up or down link live channels to and from VOS360, they are included under the VOS360 Standard Service Agreement terms including the 99.95% uptime commitment.

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 cloud infrastructure to get your services launched faster, so you can focus on your business.

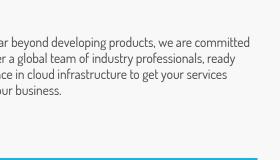
VOS360 Standard Service Agreement Includes:

Support availability	24x7x365	
Uptime commitment	Service availability of 99.95% during each calendar month of the subscription term ¹	
CloudLink monitoring	The vitality of CloudLink appliances are monitored 24/7 ²	
Automatic notifications	Notifications for CloudLink issues like over-capacity, input or output losses and more	
Software upgrades	Access to CloudLink software releases	
Usage counters	Monitor your VOS360 consumption counters with the Harmonic Hub	

EXTEND YOUR AVAILABILITY **TO 99.995%**

By running redundant VOS360 instances in two availability zones, two different regions or even into two different cloud providers, we ensure separation of infrastructure and 99.995% service availability.







VOS360 services are built and delivered by the most skilled and experienced video experts in the industry. Our experience secures your media processing and delivery applications in public cloud, everyday.

VOS360 ACTIVATION & SETUP SERVICE

This activation and setup service³ was created to on-board any new customer with VOS360. Our service team will:



A-LA-CARTE OPERATIONAL SERVICES

Once you are in production, you have the options to either configure and control changes yourself, such as channel activation, or have Harmonic manage it. These additional services are available at a fixed price-per-hour. Simply contact <u>Harmonic Services</u> to discuss the options and schedule what you need.

Create, activate and de-activate live channels	Modify transcode profiles for live or VOD
Upload VOD or playout files	Buildout playout schedules

WANT US TO MANAGE IT ALL?

If you'd like Harmonic to do a full configuration and operation services for you, let us know. You will get a custom quote based on scale, capacity and agreed scope.

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 when VOS360 is deployed on Harmonic Cloud account, with certified thirdparty partners only. Certified partners are available upon request. | 4. A custom quote for this activation and setup service is required for all the other use cases i.e. VOS360 is deployed on customer cloud account or requires integration with a non-certified partner. | 5. Any adjustment or optimization must be within the limits of the original scope.

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