

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

## STANDARD SERVICE AGREEMENT

The standard service agreement included in VOS<sup>®</sup>360 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.



VOS360 Standard Service Agreement Includes:	
Support availability	24x7x365
Uptime commitment	Service availability of 99.95% during each calendar month of the subscription term <sup>1</sup>
CloudLink monitoring	The vitality of CloudLink appliances are monitored 24/7 <sup>2</sup>
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.

1. Service credits if Harmonic fails to meet the uptime commitment. | 2. CloudLink input or output are not monitored by Harmonic.

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 service<sup>3</sup> was created to on-board any new customer with VOS360. Our service team will:

- Install, activate and configure CloudLink appliances to pre-defined locations
- Configure on-net caching servers, if applicable, for advanced delivery after customer installation
- Create VOS360 instance as well as your account
- Test interoperability with certified third-party partners<sup>4</sup>
- Activate and configure five channels to mutually agreed specifications
- Provision channel resources
- Train users via webinars, e-learning videos and self-guided materials
- Perform Functional Verification Test (FVT) to Harmonic demarcations
- Provide post-launch support for 60 days<sup>5</sup>

## **A-LA-CARTE** OPERATIONAL SERVICES

Once the 60-day post-launch support is completed, you have options. Either you control and configure changes yourself, such as channel activation, 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
- 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 third-party 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.