

Curator support handbook and service levels

*Confidential - Not to be used for any other purposes or forwarded on without prior
IPV written permission.*



Definitions

SOFTWARE

IPV uses a film-based naming theme: Major Version (Film Title); and Maintenance Updates. The Maintenance Update number is incremented for minor changes and bug fixes which do not change the software's application programming interface (API) or add a new core software feature.

AUTHORISED CONTACT

A Customer user with the appropriate experience to identify the cause of an issue with the Curator implementation, who is authorised to raise support tickets if it is a Curator issue.

MAJOR VERSION

A significant, feature-based increment, with a naming convention forming a "New Version".

MAINTENANCE UPDATE

An update to a Major Version, which may include features such as UX improvements, fixes for stability and system behaviour, bug fixes, etc., forming a "Maintenance Update, in accordance with the distinction set forth under the Software definition above.

RELEASE

A software release of a Major Version or Maintenance Update.

RUNBOOK

A detailed plan of all intended changes during an update, including any necessary roll back plans should they be deemed necessary.

IPV PARTNER (OR PARTNER)

IPV engages professional partners to provide a wide range of local services, ranging from sales through to deployment and Customer success.

TRUSTED PARTNER

A signed authorised reseller or technical support entity that has undergone IPV training and maintains their authorised partner status.

Scope and Responsibilities

This document sets forth the Maintenance Services Services procedures for Curator (referred to herein as "Support"). In the event of any conflict of terms or understanding, the Conditions will prevail.



Curator Support

IPV will provide the support and services necessary to maintain a robust and reliable system for your production and business needs.

Support and Service Levels identified herein are relevant to supporting and maintaining a delivered and fully-configured system. These Service Levels do not apply to live project timelines or deliverables.

- » Items identified in this bullet point text are mandatory requirements of maintaining a valid Maintenance Services contract.

Customer Essential Information

The IPV Support team and world-wide approved IPV Partners offering Support will provide the services outlined below, on the basis that you (the “**Customer**”) provide your IPV Partner and IPV with:

- » A valid Order Form and/or Statement of Work covering your system, as purchased, and any extensions
- » Remote access to the system through a secure, mutually agreed and controlled gateway
- » An agreed and up-to-date primary contact person who is responsible for the raising of tickets and confirming their priority
- » An agreed escalation contact point within your organisation
- » IPV requires that remote access support via MFA and VPN unless the client documents and provides an alternative, which may in some cases require a waiver of liability.

Software Support Program

Your Support package includes **Maintenance Updates** and **Major Versions**, which ensures that your platform is kept up to date with the latest approved versions of Curator for the duration of a valid and fully-funded license (renewal).

- » All license holders should be running a core Software version no later than six (6) months or three (3) versions from the latest shipping **Major Version** from IPV, unless there are mitigating circumstances or prior written approval has been given by IPV or your Trusted Partner. If this is not the case, IPV or its Partner may continue to provide Support, but Support response times cannot be guaranteed. IPV may also decide to suspend your Support. IPV may also, at its option, charge for Excluded Maintenance time in addition to your Support package to bring you up to date.
- » IPV will release **Major Versions** of the Software at its option, typically on a 3 – 6 month cycle.
- » From time to time, IPV may also provide **Maintenance Updates** for security and recommended improvements, including, but not limited to, system performance and data integrity. Failure to provide timely access to apply these updates may result in suspension of resolution times in keeping with the first bullet above (see the “Legacy Obligations” section for further details).
- » Any unauthorised modifications to IPV Software code or IPV Workflow Definitions, or system configurations made outside of IPV Configuration and Settings applications, could void your license program and may result in suspension of resolution times (see the “Legacy Obligations” section for further details).
- » The Customer will provide IPV with reasonable notice of any intention of the Customer to apply updates to third-party products with which Curator is integrated, when such updates will impact Curator’s functionality or performance. Failure to do may result in extended resolution times (see the “Legacy Obligations” section for further details).

IPV Support Hours

IPV offers three levels of Support Hours, depending on your business requirements. In addition, IPV Partners may choose to offer different levels of service depending on your contract engagement.

- » Standard Support Service – 9:00 to 0:00 UTC
- » Extended Support Service (24/7)
- » Non-Production Systems (where applicable) – 9:00 to 17:00 UTC (Mon-Fri), excluding UK public holidays

Note: These service levels, as supplied by IPV, are only available for Production environments; for Non-Production environments, a separate Non-Production service level will apply.

Raising a Ticket

Your primary and recommended method of raising any system or maintenance issues is through our on-line Partner and Customer Portal and our Zendesk system. All logged tickets are instantly notified to our team and your approved Partner where relevant, and you will also receive an email to the Primary Contact within your organisation.

IPV's Technical Operational team and/or approved Partners will help resolve and track the issue with you, maintaining the ticket status and, where necessary, escalate any critical issues.

- » Only tickets raised by an Authorized Contact will receive a response in line with the appropriate Service Level Agreement.
- » Customers must raise a ticket as soon as an issue is identified.
- » Note: The ticket must be prioritized in accordance with the Severity levels.
- » If a ticket is incorrectly prioritised or insufficient information has been provided, it may be downgraded by IPV, or your appropriate Partner; note that frequently raising tickets with an inappropriate priority or insufficient information may result in rejected tickets and IPV will offer training at an appropriate cost

IPV response Service Level Agreements (SLAs) will start as soon as the ticket is raised. During resolution, the ticket may be put on hold whilst awaiting relevant information to be provided by the Customer.

- » "Must have" information, to trigger ticket response times, are:
 - » Customer environment (Production or Non-Production)
 - » Ticket priority (Severity level)
 - » Detailed description
- » Preferred information, to assist in a speedy resolution:
 - » IPV Product Logs or error messages
 - » IPV Product Name, IPV Product Version Number

IPV discourages initial System or maintenance issues being raised by telephone or contact with your account manager, as we are then unable to easily track and respond accordingly. IPV will provide and support appropriate telephone and digital audio/visual communications in relation to tickets raised.



Automated Ticket Management

IPV has set up automations within the support ticket system, which effects the priority and status of a ticket.

- » If a ticket is set to "awaiting your reply", the following automations will take place:
- » If a response hasn't been received in 24 calendar hours, an automated email will be sent out to remind you to respond.
- » If we still haven't had a response after 5 calendar days, a further email will be sent out to remind you that we are still waiting for a response. If the ticket has been marked as Urgent, we will downgrade the ticket to High, and alert you of the changes.
- » If, after 21 calendar days, we still haven't received a response, we will mark the ticket as solved and send an email to let you know of the change.
- » You will then have 5 days to re-open the ticket. If 5 days expires, you will need to create a new ticket.
- » After 24 calendar hours of a ticket being resolved, a satisfaction survey will be sent out asking you to rate our service.

Curator Severity Levels

IPV or its Partner will investigate issues and, using best efforts, will implement and integrate a remedy and/or solution in accordance with the response times listed herein.

- » IPV or its Partner shall validate and confirm the issue with your primary point of contact

TARGET RESOLUTION TIMES (Live Systems)

Severity	Criteria	Initial Response Time	Target Timeframe for Working Solution*	Confirmation on Target Timeframe for Permanent Solution**
Urgent (1)	Production System Down. No IPV client access for all users. No media can be processed. No servers are accessible.	4 Hours	8 hours	3 Business days
High (2)	Production is impaired , but operational. Some IPV client access issues. Main parent workflow failures. Streaming issues. Some servers appear offline.	8 Hours	2 Business days	5 Business days
Normal (3)	Causing some minor production delays, but not impacting deliveries. Some client login issues. Minor child workflow failures. Information requests.	1 Business day	3 Business days	10 Business days
Low (4)	User questions/ low level system bugs (UX).	3 Business days	1 Calendar Month	Next Release***

* Target timeframe to provide a solution to resume production, but not confirmed as a "final" solution; business contract hours, not elapsed hours.

** To confirm a timeframe for a working solution, based on engineering estimation; business contract hours, not elapsed hours. This is not for a full resolution; this timeframe is for returning with an estimate for the solution to be delivered, once the design analysis is complete.

*** IPV shall notify the Customer whether the issue will be fixed in the **next Major Version** or **Maintenance Update**. IPV aims to release software upgrades on a 3 – 6 months cycle, depending on roadmap and maintenance requirements. Please contact IPV Product Management for release information.

The above target resolution times apply to your supported hours, so resolution time does not accrue outside of those hours.

On-Site Assistance

Where IPV on-site assistance is required, including such issues as infrastructure performance analysis, IPV will charge for travel and subsistence. If the issues are also proven to be outside of IPV's control or product then normal Excluded Maintenance charges will apply as per the Order Form and/or Statement of Work.

Non-Production Systems (where applicable)

Support hours for Non-Production systems are as follows:

- » 9:00 to 17:00 UTC (Mon-Fri), excluding UK public holidays

TARGET RESOLUTION TIMES (Non-Production Systems)				
Severity	Criteria	Initial Response Time	Target Timeframe for Working Solution*	Confirmation on Target Timeframe for Permanent Solution**
High (2)	Testing is impaired , but operational. Some IPV client access issues. Main parent workflow failures. Streaming issues. Some servers appear offline.	2 Business days	3 Business days	14 Business days
Normal (3)	Causing some minor production delays, but not impacting deliveries. Some client login issues. Minor child workflow failures. Information requests.	3 Business days	5 Business days	21 Business days
Low (4)	User questions/ low level system bugs (UI).	7 Business days	1 Calendar Month	Next Release***

The above target resolution times apply to your supported hours, so resolution time does not accrue outside of those hours.

Deployed Environments

IPV provides support for both Non-Production and Production environments.

- » For a standard deployment, IPV provides support for a maximum of 2 environments; additional environments are available as optional upgrades
- » **Deployed environments are identified as:**
 - » Production
 - » QA/Development/Staging/Test/Reference Systems (Non-Production)
- » Non-Production environment must be running a version of the software that is the same or later than the Production environment

IPV recommends the investment of a Non-Production system as part of your environment. All Maintenance Updates, Major Version releases (where licenses type permits), and workflow enhancements should be installed and verified in a Non-Production environment before being promoted to Production.

Non-Production systems are provided by IPV to work with the Customer to test updates and perform system verification checks, before promoting new software and workflows into a live Production system.

Without a Non-Production system, software updates and/or ticket resolution times 'could' be affected. IPV will provide a Runbook, and obtain Customer agreement for updates and any necessary plans for roll backs, should they be required.



* Target timeframe to provide a solution to resume production, but not confirmed as a "final" solution; elapsed hours.

** To confirm a timeframe for a working solution, based on engineering estimation; elapsed hours.

*** IPV shall notify the Customer whether the issue will be fixed in the next software upgrade. IPV aims to release software upgrades on a 3 – 6 months cycle, depending on roadmap and maintenance requirements. Please contact IPV Product Management for release information.

Support General Responsibilities

For the sake of clarity, the following sections help define the general expected responsibilities within the framework of an active Order and/or Statement of Work.

LEVEL 0

IPV is responsible for the following:

- » Maintaining and publishing regular FAQ and Knowledge Base Articles on the IPV Support portal.
- » Distributing known and future issues via a published article, or, in some cases, a mailshot (subscription will need to be made on www.ipv.com.)
- » Publishing software release notes and providing details on new features and enhancements.

LEVEL 1

IPV and our authorised Partners' Technical Operations support teams are responsible for the following:

- » Installing and configuring software updates in accordance with the purchased IPV products and Services
- » Investigating and resolving queries and issues relating to the purchased IPV products
- » Answering queries, within the remit of the Customer's contact persons
- » Providing technical information on the features of the installed and covered IPV products
- » Providing a good faith assessment of the Severity of any issue, in terms of the extent of the issue and the impact on the Customer's business
- » Using its best efforts to create a working solution and/or permanent solution (which may include Software updates) for all issues, within the agreed time, as set forth in Target Resolution Times SLAs above
- » Working with the Customer and, where authorized, Customer's third-party contractors, to promptly resolve service-related issues
- » Where the Customer has the contract relationship with a third-party product associated with the IPV Curator system, the Customer must raise and manage any required support tickets with that vendor
- » Assisting nominated contact persons with implementing and testing configuration changes or applying Software updates
- » Assisting designated contacts with configuration changes to the IPV product, or to the IPV-supplied third-party software that is included as part of the IPV Product, where the Customer is entitled to such changes under its license conditions
- » Coordinating suitable down times in which software upgrades, security updates, configuration changes, etc., are to be applied by IPV or authorised Partners' Technical Operations team

LEVEL 2

IPV provides to its customers and Partners' authorised Technical Operations support teams a Second Line support service, where it's responsible for the following:

- » Detailed analysis and investigation, including internal access to engineering resources, to assist with resolving queries and issues relating to the purchased IPV products
- » Where necessary and appropriate, the preparation of Beta or specific diagnosis software to assist in scoping and identifying the issue(s) and root cause(s)
- » Providing technical expertise, within the scope of the IPV business, to ascertain any resolution and timeframes



Legacy Obligations

If your normal Curator Support package is suspended, IPV may, at its sole discretion, revert you to Maintenance Only, until the causes for such a suspension are fully rectified. "Maintenance Only" restricts access to **Major Versions** and limits Services to keeping the Production system live; it does not guarantee issue resolution, and may result in impaired system performance.

Roles and Responsibilities

The following document, in conjunction with the Conditions, sets out the core roles and responsibilities. Additional guidance is set out below.

On-Premise system deployed in the Customer's owned and operated IT environment

Clarifications of Customer-specific responsibilities;

- » Supply and maintenance of the operational IT infrastructure in which the Curator software and configurations operate, including security patches, compatibility of operating systems, and versions of client software with the Curator product, networking and connectivity performance, etc.
- » Ensuring suitably trained and experienced operational staff are administering the day-to-day operational aspects of the Curator system internally.
- » Raising tickets for issues, as identified by an Authorised Contact
- » Providing prompt and appropriate response and access to IPV and authorised Partner Technical Operational staff working to resolve issues
- » The Customer will provide IPV with reasonable notice of any intention of the Customer or their third-party providers to make any changes to the Customer's IT infrastructure which will have a material impact on IPV's ability to provide the Maintenance Services
- » Provision of ancillary services, such as storage and back-up repositories

Typically, this environment is operated with the following IPV and/or authorised Partner responsibilities:

- » The latest Major Versions and Maintenance Updates are made available promptly after general release
- » Any and all issues are dealt with best endeavours in accordance with the applicable Service Levels
- » Technical guidance and training are provided under suitable commercials terms
- » Remote assistance is provided in accordance with, and within, the agreed Service Levels
- » Data backups

Fully-hosted, owner operated, deployed in the Customer's cloud provider and Customer-operated data centre

Including those responsibilities listed in the On-Premise, owner-operated example above, this environment is operated with these notable clarifications for the responsibility of the Customer:

- » Supply and maintenance of the operational hosted infrastructure in which the Curator software and configurations operate, including security patches, compatibility of operating systems and versions of client software with the Curator product, networking and connectivity performance, etc.
- » Granting IPV and authorised Partners enough access, permissions, and control to perform the tasks necessary to fulfil the Curator Care obligations
- » All user logins and data access privileges – read, write, delete, publish, etc.
- » Provision of ancillary services, such as storage and back-up repositories

IPV responsibilities are as for the On-Premise, owner-operated environments.

Responsibilities in a managed Hybrid Service operating in Customer-owned and operated IT infrastructure and a hosted environment with “Ground Stations” and “Cloud” infrastructure

This environment is operated with noted managed service exceptions, with these notable clarifications for the responsibility of the Customer;

- » Supply and maintenance of all ground station infrastructure and site-to-site, site-to-cloud connectivity, security and performance
- » All user logins and data access privileges – read, write, delete, publish, etc.
- » Client engines configuration, operating software and third-party plug-ins or applications, e.g. Adobe or Avid editing suites, etc.

Typically, this environment is operated with the IPV responsibilities outlined in the Curator Care Service Level agreement with noted managed service exceptions, with these notable clarifications for the IPV responsibilities:

- » All cloud data and Curator application services, configurations, backups, application of Maintenance Updates and Major Version releases, applicable in both the cloud infrastructure and ground station

