

Support & Maintenance Handbook

Version 4.0



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The Vizrt Software is subject to continual development and, therefore, the information in this Handbook is subject to change. Vizrt provide notice of any changes by posting on the community portal ([Login | Vizrt Community](#)) or on our website ([Vizrt | Transforming Video Storytelling](#)) or by releasing a new version of this Handbook and one (1) month prior to such changes taking effect.

The provision of Vizrt Support may include the use of artificial intelligence to enhance the support Vizrt offers which may include the use of intelligent chatbots and virtual assistants, automated ticket handling, proactive issue resolution, enhanced agent assistance and improved user experience and other artificial intelligence productivity tools. Any use of data will be as per the terms set out in the license agreement or other agreement with Vizrt.

The information contained in this Handbook is not warranted to be error free. Recommendations and best practices guidance do not constitute a warranty of any kind, express or implied and Vizrt makes no commitment to updating the information contained herein. Customers may report any errors that are identified to Vizrt in writing at ([Login | Vizrt Community](#)).

Announcements

For the latest news regarding updates, Documentation and related products please visit: <https://www.vizrt.com/product-updates/>.

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1. Introduction

This Handbook sets out Vizrt's Support & Maintenance and support plans for the Vizrt Software and describes the scope and conditions governing technical support that Vizrt makes available to its Customers for all Vizrt Software licensed by the Customer under an Agreement.

The Support Plan includes full unlimited access to Vizrt's online learning platform, which is Viz University, access to all Software updates, 24/7 access to global technical support and all post sale Customer care as outlined in the relevant Support Plan.

Vizrt technical support is generally available for all Vizrt Software, unless stated otherwise in the Support Plan. Vizrt Support will only be provided for Vizrt Software that is properly licensed and subject to the terms set out in the relevant Support Plan.

Technical support is provided for Support Cases for the currently supported version(s) of Vizrt Software and Hardware, Support does not include any customisations or third-party integrations with the Software.

Support Plans do not include coverage for third-party hardware, customisations, third-party customisations, requests for ad-hoc software implementation or configuration, or instructor-led training. Hardware support is provided directly by the hardware manufacturer, and insofar as any Hardware has not been purchased from Vizrt or comprises or contains equipment or components which were not manufactured or produced by Vizrt, the Customer shall only be entitled to such warranty or other benefit as Vizrt has received from the manufacturer.

The Support Plans do not include consulting which is provided separately on a fee basis.

Export Control Compliance

The provision of Vizrt's Support and Maintenance Services, including any associated Support Plans, shall at all times be subject to all applicable export control and sanctions laws and regulations. Vizrt reserves the right to suspend or terminate the provision of such services, without any liability, subject to the Subscription Services GTCs, where performance is restricted or prohibited under such laws or regulations.

Vizrt Support Coverage

Insofar as Customer is enrolled in Vizrt Support, all of Customer's Software, including Vizrt Software previously licensed by Customer and any future Vizrt Software licensed to the Customer (whether directly from Vizrt or through a Vizrt partner) must be covered by Vizrt Support. Vizrt Support terms cover all Vizrt Software licensed by Customer and therefore partial termination, or partial selection of Vizrt Support by Customer is strictly prohibited in respect of the licensed Vizrt Software. This provision also includes third party Vizrt Software provided to Customer by Vizrt.

1. Definitions

Terms defined in the Agreement will, unless otherwise defined in this Handbook, have the same meaning in this Handbook.

- **"1st line Support"** means the first line of incident management support, allowing the Customer Contact to have access to a designated helpdesk for assistance with Software related questions.
- **"2nd line Support"** means the second level of escalated support responsible for resolving complex support cases.
- **"3rd Line (Tier 3) Technical Support"** means the highest level of support responsible for handling the most difficult or advanced situations.

- "**24x7**" means 7 days a week, 24 hours per day.
- "**8x5**" means 5 business days a week during business office hours (8 hours per day excluding public holidays) of the business location of the Customer (08:00 – 17:00), unless otherwise agreed.
- "**Case Resolution**" means a Support Case is marked closed.
- "**Customer Contact**" means the named person within the Customer's organisation, authorised by Vizrt, to create a Support Case on behalf of the Customer.
- "**End-of-Life Announcement**" means the communication from Vizrt that means a product within the Vizrt Portfolio will no longer receive technical assistance, support services or Standard Software Updates.
- "**Flowics**" means the cloud-based platform for creating and managing live broadcast graphics as described at the following link: <https://www.flowics.com/>.
- "**Global Support Engineer**" refers to any support representative from the 1st, 2nd and 3rd line support teams.
- "**Hardware**" means the physical Vizrt-supplied devices and components used to run or interface with Vizrt Software, including servers, appliances, and peripheral equipment.
- "**Latest Version**" means a version of the Software which from time to time is publicly announced and offered for purchase by Vizrt and being a version which contains such significant differences from the previous versions as to be generally accepted in the marketplace as constituting a new product.
- "**Modification**" means any change of functionality in the Software made available by Vizrt on the Customer's behalf or by the Customer themselves.
- "**Party**" means either Vizrt, a certified Vizrt Partner or the Customer. "Parties" shall mean Vizrt and the Customer/Partner together.
- "**Severity Level**" means the priority level assigned to a Support Case, Critical, High, or Normal, based on the impact of the reported issue on the Customer's Production/On-air system and its ability to operate.
- "**Support Case**" or "**Case**" means the report created by the Customer Contact in the Vizrt support portal describing a defect or issue relating to the Software.
- "**Support Plan**" means the scope and conditions governing technical support that Vizrt makes available to its certified Partners or Customers, including service level commitments as described herein.
- "**Support Team**" means those individuals who perform the Supplier's obligations under the Agreement in relation to the Support Plans.
- "**Standard Software Updates**" means a release of the Vizrt Software which corrects faults, adds functionality or otherwise amends or upgrades the Vizrt Software, but which does not constitute a Latest Version.

- "**Vizrt Portfolio**" means the catalog of Vizrt Software and Hardware offered to customers by Vizrt.
- "**Vizrt Software**" means the software platform and/or solution defined in the Order Form and described in the Vizrt Software Specification.
- "**We**", or "**Our**" means Vizrt and, where specifically mentioned, the Vizrt Support organization.
- "**You**", "**Your**", "**Customer**" means a company or other business entity or individual who has a current support contract from Vizrt or an authorised partner.

2. Vizrt Support Plans

1. Support Plans

Vizrt Support provides Standard, Professional and Enterprise Support Plan options as set forth below, for the entire Vizrt Portfolio. In addition, Customers are granted access to Vizrt resources and knowledge repositories as found in the following link ([Login | Vizrt Community](#)).

		S & M Plans & Subscription			
		No SLA	Standard	Professional	Enterprise
Contact	24/7 Web Form	✓	✓	✓	✓
	24/7 Portal		✓	✓	✓
	24/7 Live Chat		✓	✓	✓
	24/7 Phone Contact			✓	✓
Response Time (Including Initial Assessment)	Critical Response		<4 hours	<1 hour	<30 minutes
	High Response		<8 hours	<2 hours	<1 hour
	Normal Response		<24 hours	<4 hours	<2 hours
Support & Maintenance Services	Licensing and Software Updates		✓	✓	✓
	Viz University	Limited access	✓	✓	✓
	Remote System Report		✓	✓	✓
	Access to Ideas Portal		✓	✓	✓
Global Support Knowledge	Self Service Knowledgebase Access	✓	✓	✓	✓
	Access to Vizrt Community Forums	✓	✓	✓	✓
	Viz Minute "How-To" videos	✓	✓	✓	✓
3rd Line Technical	Availability		8*5	8*5	8*5
	Connect				Priority
Proactive Support	Collaborative Support Meetings			✓	✓
	Vizrt Saas Product Support		✓	✓	✓
	Annual Product Dialogues				✓

2. Contact Support Availability

- **"24/7 Portal"** means 24/7 access to the community portal to raise a Support Case, review the Documentation, access to Vizrt Forums and access to the licensing portal.
- **"24/7 Chat"** means access to our Global Support Engineering team on a 24/7 basis via the chat option in the Community Portal.
- **"24/7 Phone"** contact means the platform for Customers to contact a member of the Global Support Engineer team to access resources 24/7.

3. Support and Maintenance Services

- Licensing & Software updates
- GFX Portfolio

Customers with an active Support Plan are entitled to Standard Software Updates for Licensing and all Vizrt Software within the Graphics portfolio that are released by Vizrt.

4. Viz University

Viz University provides Standard, Professional and Enterprise Customers with an outstanding library of online courses for operators, designers and technical staff, including;

- 24/7 access to the entire course catalogue
- Product, solution and technology training for beginners and advanced users
- Courses for operators, designers, and technical staff

Customers without an active Support Plan can only self-enroll to selected courses ([Login | Vizrt Community](#)).

5. Remote System Support

For Standard, Professional and Enterprise Customers, our Support Team will log in, troubleshoot and where possible resolve Software issues remotely.

6. Access to Ideas Portal

Standard, Professional and Enterprise Customers can submit product ideas directly to our research & development teams whilst also voting on other Customers' innovative ideas. Vizrt may freely incorporate, use or exploit any feedback, product ideas or suggested improvements provided to the Vizrt research and development teams without customer compensation or attribution. Feedback shall be deemed the confidential information and property of Vizrt.

7. Updates to Support Cases

Documentation associated with a Support Case, including Case Resolutions, is included in the Support Case (to which the Customer has access), which may include Customer communication outside of the Support Case.

8. Global Support Knowledge

1. Vizrt Knowledge Base

A regularly updated & audited knowledge base system empowering our Customers to learn and self-serve is available to all Vizrt Customers.

9. Vizrt Community Forums

A collaborative community driven by our Customer base is available for all customers of Vizrt.

10. Viz Minute

"How to" videos. Access to a series of tutorials offering tips and tricks for Vizrt Software.

11. Enterprise Support Plan

1. 3rd Line (Tier 3) Technical Support

Enterprise Customers are granted priority access to the 3rd Line (Tier 3) Technical Support team through the community portal by raising a Support Case. Our 3rd line technical team possess the highest level of skills and experience from the industry and have specific specialised product knowledge of the Vizrt product portfolio.

2. Proactive Support

Customers with Enterprise Support plans will benefit from optional proactive support initiatives depending on their service level agreement tier.

- **Collaborative Support Meetings:** Enterprise Customers benefit from a regular cadence with a technical Global Support Engineer to discuss all Support topic in a pre-agreed agenda.
- **SaaS platform monitoring & updates:** Vizrt will actively monitor the SaaS offerings and set alarms for internal incident alerting. Vizrt will continuously deploy the latest versions to the SaaS platform.

- **Annual Product dialogues:** A Vizrt product management specialist will meet our Enterprise Customers to discuss our long-term product roadmap and how that may suit the Customers' needs.

12. Support Plan Chargeable Add-Ons

Vizrt offers a variety of chargeable add-ons to Your existing Support Plan^[1].

- **Major Event Support:** 10 days annually included:
 - Dedicated contact number
 - Dedicated Global Support Engineer 24/7
 - Daily Support check in meetings
 - Dedicated quality analysis of cases
 - Priority preferential Support Case resolution
 - Dedicated Livechat channel
 - On Site Support. 10 days annually included
 - Pre-visit collaborative agenda setting
 - Workflow optimisation review
 - Open support case troubleshooting
 - Install base audit & alignment
 - Software lifecycle review
- **On Site Support:** 10 days annually included:
 - Pre-visit collaborative agenda setting
 - Workflow optimisation review
 - Open support case troubleshooting
 - Install base audit & alignment
 - Software lifecycle review
- **Customised Knowledge Transfer:** 10 days annually included. Vizrt will assign a technical expert to assist Customer with any training needs onsite / remotely or a combination of requirements:
 - Advising on new Vizrt Software functionality
 - Technical troubleshooting & log reading training
 - Vizrt infrastructure & system administration
 - Vizrt / WIBU licensing portal training
 - Vizrt Software performance optimisation
 - Data integration & external connectivity
 - Security best practices, backups and GPU health optimization
- **Designated Success Manager:** Enterprise Customers will be assigned a designated success manager. The designated success manager will proactively address issues, monitor performance metrics, and advocate for Customers' needs within Vizrt and optimise product usage.
- **System Health Checks and Consultancy for Maintenance:** Up to 10 days on premises review per year with a Vizrt technical expert. Customers are required to request the engagement at least one (1) month in advance with Vizrt and Customer to agree the scope.
- **Customised Knowledge Transfer:** 10 days annually included. Vizrt will assign a technical expert to assist Customers with any training needs onsite / remotely or a combination of requirements.
- **Cost:** All travel and accommodation costs incurred by Vizrt will be paid for by the Customer.

¹ Please note these are already included for Enterprise Customers but can be purchased by Standard or Professional Customers for a price determined by Vizrt.

3. TriCaster Portfolio

1. TriCaster Support Plans

1. TriCaster Customers

Vizrt provides a ProTek Standard and Professional support plan for TriCaster customers depending on the priorities and requirements. An additional offering of the advanced hardware replacements is optional for customers who require expedited shipping of hardware. Software & maintenance is included for the lifetime of the product version.

		TriCaster Portfolio		
		No SLA	ProTek Standard	ProTek Professional
Contact	24/7 Web Form	✓	✓	✓
	24/7 Live Chat		✓	✓
	24/7 Phone Contact			✓
Response Time (Including Initial Assessment)	Critical Response		<4 hours	<1 hour
	High Response		<8 hours	<2 hours
	Normal Response		<24 hours	<4 hours
Support & Maintenance Services	Software Maintenance	✓	✓	✓
	Viz University	Limited access	✓	✓
	Remote System Report		✓	✓
Global Support Knowledge	Self Service Knowledgebase Access	✓	✓	✓
	Access to Vizrt Community Forums	✓	✓	✓
	Viz Minute "How-To" videos	✓	✓	✓
3rd Line Technical	Availability		8*5	8*5
	Connect			Priority
Proactive Support	Advanced Hardware Replacements		Optional Extra	Optional Extra

2. Contact Support Availability

- **"24/7 Portal"** means 24/7 access to the community portal to raise a Support Case, review the Documentation, access to Vizrt Forums and access to the licensing portal.
- **"24/7 Chat"** means access to our Global Support Engineering team on a 24/7 basis via the chat option in the Community Portal.
- **"24/7 Phone"** contact means the platform for Customers to contact a member of the Global Support Engineer team to access resources 24/7.

3. Support and Maintenance Services

4. Support for Non-Vizrt Purchased Hardware

5. Eligibility

Vizrt provides software support for its products installed on non-Vizrt purchased hardware on a best-effort basis, provided the issue can be replicated on supported Vizrt hardware. To be eligible for support, the reported software issue must be replicable on Vizrt's supported hardware configurations.

If Vizrt successfully replicates the issue, it will provide support in accordance with our standard support procedures. However, if Vizrt cannot replicate the issue on its supported hardware, Vizrt reserves the right to decline further assistance for that specific issue. The customer may be advised to seek alternative solutions or workarounds.

6. Disclaimer

Support for software installed on non-Vizrt purchased hardware is subject to the limitations outlined above. Vizrt disclaims any warranties or guarantees regarding the efficacy of such support.

7. Licensing & Software updates

GFX Portfolio

All support Customers can benefit from Updates to Vizrt Hardware made generally available to Vizrt's customers.

8. Viz University

Viz University provides Customers of Vizrt Hardware with an outstanding library of online courses for operators, designers and technical staff, including;

- 24/7 access to the entire course catalogue
- Product, solution and technology training for beginners and advanced users
- Courses for operators, designers, and technical staff

Customers without an active Support Plan can only self-enroll to selected courses ([Login | Vizrt Community](#)).

9. Remote System Support

For Standard and Professional Customers, our Support Team will log in, troubleshoot and where possible resolve Hardware issues remotely.

10. Access to Ideas Portal

Standard and Professional Customers can submit product ideas directly to our Support teams. Vizrt may freely incorporate, use or exploit any feedback, product ideas or suggested improvements provided to the Vizrt research and development teams without customer compensation or attribution. Feedback shall be deemed the confidential information and property of Vizrt.

11. Global Support Knowledge

1. Vizrt Knowledge Base

A regularly updated and audited knowledge base system empowering our Customers to learn and self-serve, is available to all Vizrt Customers.

12. Vizrt Community Forums

A collaborative community driven by our Customer base is available for all customers of Vizrt.

13. Viz Minute

Viz Minutes are Vizrt's "How to" videos and includes access to a series of tutorials offering tips and tricks for Vizrt Software.

14. 3rd Line (Tier 3) Technical Support

Customers are granted priority access to the 3rd Line (Tier 3) Technical Support team through the support portal by raising a Support Case. Our 3rd line technical team possess the highest level of skills and experience from the industry and have specific specialised product knowledge of the Vizrt product portfolio.

4. Service Level Agreement

1. SLA Response Time

Response time is defined as the length of time (in hours) between a Support case being opened by Customer in the community portal and acknowledgement/initial assessment as a response within the Support Case. There are three (3) levels of SLA response time and these are:

- Critical Severity Level;
- High Severity Level; and
- Normal Severity Level

		S & M Plans & Subscription			
		No SLA	Standard	Professional	Enterprise
Contact	24/7 Web Form	✓	✓	✓	✓
	24/7 Portal		✓	✓	✓
	24/7 Live Chat		✓	✓	✓
	24/7 Phone Contact			✓	✓
Response Time (Including Initial Assessment)	Critical Response		<4 hours	<1 hour	<30 minutes
	High Response		<8 hours	<2 hours	<1 hour
	Normal Response		<24 hours	<4 hours	<2 hours
Support & Maintenance Services	Licensing and Software Updates		✓	✓	✓
	Viz University	Limited access	✓	✓	✓
	Remote System Report		✓	✓	✓
	Access to Ideas Portal		✓	✓	✓
Global Support Knowledge	Self Service Knowledgebase Access	✓	✓	✓	✓
	Access to Vizrt Community Forums	✓	✓	✓	✓
	Viz Minute "How-To" videos	✓	✓	✓	✓
3rd Line Technical	Availability		8*5	8*5	8*5
	Connect				Priority
Proactive Support	Collaborative Support Meetings			✓	✓
	Vizrt Saas Product Support		✓	✓	✓
	Annual Product Dialogues				✓

2. Case Severity Level

The urgency of your Support Case is described with a specific Severity Level, set by either yourself or your Vizrt support staff. Vizrt Support may amend the level of severity following initial review and troubleshooting of the issue. Vizrt will notify you within the Support Case of such instances.

"Severity" Level	Description
Critical	A Case prioritised as Critical means the reported issue renders the Production/On-air system inoperable, or that the Software disrupts the functionality of your other systems to the extent that such systems cannot be used at all by any end user. Production/On-air means use of the covered Software, as contemplated by its accompanying documentation, by Your users for Your internal business purposes and not for testing purposes.
High	A Case prioritised as High means the reported issue significantly degrades the performance of the covered Software and materially restricts part of Your Production/On-air system. A workaround may already be in place to enable the continuation of essential operations. The High classification does not include questions regarding end use and configuration of the covered Software.
Normal	A Case prioritised as Normal means the reported issue is a question regarding end use, configuration of the covered Software or a minor defect in the covered Software which does not materially restrict your use of the covered Software for Your Production/On-air system. For the avoidance of doubt, all other issues that are not Critical or High are prioritised as Normal.

5. Support Case Management

1. Customer Responsibilities

In order to receive Vizrt Support, You must satisfy the following requirements:

- i. You must continue to pay for Vizrt Support as set out in the Agreement;
- ii. You must ensure that You only share or make available personal data to Vizrt to the extent necessary. Any personal data will be processed in accordance with the data processing terms found at: [Trust & Legal Center](#).
- iii. You must have a version of the Vizrt Software that was released within twenty-four (24) months of the Latest Version. Latest Versions can be found at [Product Updates - Vizrt](#);
- iv. Your Customer Contact must have successfully completed the relevant Viz University courses for the Vizrt Software subject to Vizrt Support;
- v. You must provide Vizrt with one or more designated Customer Contacts. As well as communicating with Vizrt Support, Your Customer Contact will also provide direct support to Your Vizrt system end-users. Your Customer Contact shall have adequate knowledge and administrator permissions of Your Vizrt system to provide Vizrt Support and shall possess sufficient skills to undertake actions required by Vizrt to resolve your Support Case.
- vi. You may initiate Support Cases through either:
 - vii. the Global community portal www.vizrt.com/support;
 - viii. Flowics Support support@flowics.com;
 - ix. TriCaster Support <https://www.vizrt.com/support/request>; or
 - x. Channel Partners channel@vizrt.com

Depending on the Vizrt Portfolio product in which the issue which gave rise to the support request.

- xi. When you initiate a Support Case, you must provided the following information;
 - xii. Company Name;
 - xiii. Customer Contact Name;
 - xiv. Phone Number;
 - xv. Email Address;
 - xvi. If appropriate, Partner name;
 - xvii. Server identities and version of operating system and any service pack;
 - xviii. Vizrt Software name and version;
 - xix. Database server and client versions;
 - xx. Timestamp and scope of last database backup;
 - xxi. Details of any other involved applications;
 - xxii. Any system Modifications that may be related to the Support Case;
 - xxiii. Whether you would like Vizrt to arrange a remote session on receipt of the Support Case or analyse our own findings first;
 - xxiv. A step-by-step description of how to reproduce the issue;
 - xxv. Any error messages, fault codes and other symptoms;
 - xxvi. Timestamp of when the issue arose, how long it has been occurring and what other specific operations were being executed at that point;
 - xxvii. Details of any recently implemented Vizrt Software changes;
 - xxviii. Description of any user actions performed to solve the issue;

- xxix. An initial severity classification (in accordance with the provisions of clause 3.2 (Case Severity Level));
- xxx. Application and server log files;
- xxxi. System event files;
- xxxii. Database trace files (audits)

Where You cannot provide any of the above information, You will co-operate with Vizrt to confirm any missing details.

You are responsible for updating Vizrt Support in the event of any changes, upgrades or amendment to Vizrt Software which occur when You raise a Support Case.

You are responsible for installing any Vizrt Software Updates in connection with a Support Case. When Vizrt begins to remedy an issue that could have been resolved by the installation of a notified Vizrt Software Update, then Vizrt is entitled to charge You for the costs involved in rectifying such an issue.

2. System Access and Remote Access Permission

You agree to make Your system available to Vizrt Support personnel. Access can be limited to only the computer system, Vizrt Software, Hardware or components relevant to Your Support Case. When responding to a Support Case, Vizrt may need remote access to Your system. Where remote access is required by Vizrt, You will facilitate such remote access, at Your cost, and promptly install and run any remote access tools reasonably requested by Vizrt. You acknowledge that failure to grant access may lead to delays in Vizrt or may prevent Vizrt from providing a solution to Your Support Case.

Any access or login credentials provided by You to Vizrt shall be deleted by You when (i) Vizrt no longer requires remote access or (ii) the Support Case is closed, whichever is sooner.

3. Site Access (If Determined by Vizrt Support to be Necessary)

To respond to Your Support Case, where necessary You provide Vizrt and its subcontractors with full safe, and uninterrupted access to Your premises, systems, facilities and the Vizrt Software as may be reasonably required for the purposes of providing Vizrt Support. Vizrt and its subcontractors shall use reasonable efforts to comply with Your rules regarding access to the location and systems that You notify in advance. All on site access will be in accordance with Vizrt's General Terms and Conditions for Services, found at link this link ([Trust & Legal Center](#)).

4. Case Closure

Vizrt will consider a Support Case to be resolved and will inform You of Our intention to close the Support Case when We have provided You a solution that addresses Your problem and tried to contact You (up to three (3) times in ten (10) days).

6. Vizrt Community Portal Resources

The following resources are available at the Vizrt community portal:

1. Alerts and Communication

All Vizrt Support subscribers can browse regularly updated, relevant details of current Support issues, updates to their product versions and news of new products.

2. Community Forums

Participation in relevant Vizrt forums, found here [Vizrt Forums](#).

3. Documentation

Pinpoint knowledge by searching Your entire Vizrt products' user and [Vizrt Documentation Center](#).

4. Downloads

Get the latest versions and patches for Your Vizrt Software at <https://download.vizrt.com> Search for purchasable add-ons and plugins. Vizrt will maintain relevant links to Third-Party add-ons, patches and service packs.

5. Individual Support Case Satisfaction Surveys

Upon closure of a Support Case, You will be forwarded a short satisfaction survey. Vizrt support guarantees all feedback will be thoroughly analysed and where necessary, acted upon to maintain the highest possible standards of customer service.

6. Support Cases

You can create new Support Cases and browse the status of previous reported issues, at any time.

7. Live Chat

Standard, Professional & Enterprise Support Plan subscribers can access 24/7 chat with a Global Support Engineer for technical Support.

8. Viz University

[Viz University](#) - Vizrt offers online courses to Vizrt Customers and supports all users with developing their skills. Choose between courses for operators, designers, and technical staff.

9. Vizrt Expertise

Our team of Vizrt technical experts is available 24/7. With a global pool of specialists, we ensure timely resolution of your break-fix support needs.

7. Vizrt Product Updates and Software Management

The following resources are available at the Vizrt community portal:

1. Standard Software Updates

Standard Software updates are available as part of Your Support & Maintenance Plan. Updates may include additional features that need to be purchased separately.

Subscribers are notified in regular information bulletins, via Vizrt's website and via the Vizrt community portal. A Software update can be a new version of Your Vizrt Software or bug fixes, as presented within this link ([Product Updates - Vizrt](#)). A list of the latest Software version can also be found at ([Product Updates - Vizrt](#)).

In addition to standard Software updates, Vizrt will issue updates offering optional advanced features. Standard Software updates include the normal evolution of the product. Advanced features extend to select products providing additional, new, advanced functionality on top of the existing functionality.

Should Vizrt Professional Services be requested to perform Software and system updates, this is a chargeable service.

2. Critical Software Versions

Vizrt will provide notice in the community portal of relevant Third-Party critical Software updates that must be installed on Your system. This may include operating system, database and program Software.

3. Vizrt Product Lifecycle and End-of-Life

4. Maintenance Mode

As part of the product lifecycle management process at Vizrt, Vizrt may decide to take products within the Vizrt Portfolio off the market and discontinue selling such products ("End-of-Sale"). Vizrt shall continue to provide essential services such as bug fixes, patches and maintenance releases for a period of two (2) years following the End-Of-Sale date. During this period, Vizrt will provide support according to Our contractual commitments and the Handbook. During this period, We will provide support according to Our contractual commitments and the Handbook, to provide critical bug fixes and security or regulatory patches as required but no new features will be released or made available after this End-of-Sale date.

At the end of this two (2) year period You will receive a notification that the product has reached the end of the Maintenance Mode period, and that the relevant product will enter into End-of-Life.

Further details following a change of life cycle can be found in the End-of-Life Announcement documents related to the products.

5. End-of-Life Announcements

Following the completion of the Maintenance Mode described in paragraph 7.3.1. products in the Vizrt Portfolio are at End-of-Life. Upon End-of-Life, Vizrt Support for the product will end, and no further development, system updates, bug fixes or maintenance upgrades shall be provided for such product.

The End-of-Life and End-of-Sale processes ensure Customers receive the most reliable, secure and advanced solutions by focusing resources on newer versions. These processes allow Vizrt to allocate its expertise towards innovation, ensuring compatibility with modern systems. By transitioning to supported versions, Customers benefit from improved performance, enhanced features, and continued technical support. More information can be found at: (<https://www.vizrt.com/vizrt-end-of-life-product-list/>).

8. Other Terms and Conditions

The following resources are available at the Vizrt community portal:

1. Non-Critical Matters

If You contact us for non-critical matters, You may be charged a service fee.

2. Active Support Plan

Vizrt Support shall only be provided to Customers with an active Support & Maintenance Agreement pertaining to the specific Vizrt Software for which Support is required. Vizrt Support reserves the right to deny service to Customers without an active Support Plan.

9. Support Recommendations

As part of managing and supporting the Vizrt Software within Your organisation, it is crucial to adhere to best practices for security to protect systems and data. This includes the responsibility of managing the reporting of a Support Case.

We recommend incorporating the following security procedures into Your support routines:

- **Data Privacy and Protection:** Ensure that all Customer data processed or stored within the system is handled in compliance with relevant data protection regulations (such as GDPR). Only authorised personnel should have access to sensitive data and encryption should be employed where necessary.
- **User Access Control:** Implement strong user authentication and role-based access controls (RBAC) to ensure that only authorised users have access to the Vizrt Software and its supporting infrastructure. Regularly review and update access permissions, especially after personnel changes.
- **Vulnerability Management:** Regularly scan Your systems for vulnerabilities, and apply patches and updates to the operating system, servers and network components. This includes updating firewalls, antivirus solutions and any other security software in a timely manner to reduce exposure to threats.
- **Incident Reporting and Response:** Have a defined process for reporting and escalating security incidents, such as data breaches or system compromises. It should include immediate actions to contain and mitigate the impact of the incident and detailed logging for forensic purposes. Ensure that your team is aware of this process and knows the point of contact for escalation.
- **System Integrity Monitoring:** Employ continuous monitoring of system performance and logs to detect anomalies that could indicate security incidents. Ensure that logs are stored securely and reviewed regularly.
- **Regular Security Audits:** Conduct periodic security audits and reviews of Your system architecture, including network configurations, to ensure compliance with security standards. This includes penetration testing and vulnerability assessments, particularly after significant changes to the system.
- **Third-Party Software Vetting:** Ensure that any third-party software used in conjunction with the Vizrt Software is vetted for security risks and does not introduce vulnerabilities. Avoid software that could interfere with or weaken the security posture of the Vizrt platform.
- **Backup and Disaster Recovery:** Perform regular backups of critical systems and data. Ensure that backup procedures include secure offsite storage and regular testing to confirm that recovery processes work as expected.