

# RTCM Supporting Services & SLA

## 1. Definitions

- a. **"Active/Reduced/EoL Support class"** a Service is in Active Support when all Support options are available, once a Service is planned for decommissioning, Developer is notified that the Service is placed in Reduced support for a scheduled time, once this time is elapsed, the Service might be terminated or provided with no guarantee and/or support terms, in this case the Service is said to be in EoL Support Class.
- b. **"Applicable Monthly Period"** means, for a calendar month in which a Service Credit is owed, the number of days that you are a subscriber for a Service.
- c. **"Applicable Monthly Service Fees"** means the total fees actually paid by you for a Service that are applied to the month in which a Service Credit is owed.
- d. **"Deployment Minutes"** is the total number of minutes that a given CloudChannel has been deployed or activated during a billing month.
- e. **"Downtime"** is defined for each Service in the Services Specific Terms below. Except for Hosting Platform, Downtime does not include Scheduled Downtime. Downtime does not include unavailability of a Service due to limitations described below and in the Services Specific Terms.
- f. **"Incident"** means (i) any single event, or (ii) any set of events, that result in Downtime.
- g. **"Response Time"** means the time between Developer's notification (through Proximus Enabling Company Support) of an Incident and the first reaction or feedback from Proximus support team.
- h. **"Scheduled Downtime"** means periods of Downtime related to network, Hosting Platform or upgrades. Enabling Company will publish notice or notify Developers at least six (6) days prior to the commencement of such Downtime.
- i. **"Severity Level"** means the determination of the Response Time and Resolution Time; see the "Incident Management" chapter for more details.

## 2. Supporting services

- a. The online support service acts as a Single Point of Contact (SPOC) for ClearMedia Developers. The online support is the SPOC for incidents, changes, and service requests.
- b. The Online Support consists of a 1st line, taking and dispatching support requests (via online form or mail exchange), a 2nd line support with deeper technical skills and escalation towards 3rd party support for those components provided by ClearMedia's Supplier; ClearMedia support remains the SPOC for the latter case unless a specific SLA is in force between the Developer and any Supplier of ClearMedia.
- c. After the report of an issue, every communication will refer to a unique Ticket number. This number serves as identifier and must be used in all further related communications between ClearMedia and the Developer. Failing to mention this unique ticket number might cause delays in the further handling of the ticket.
- d. The online support is accessible through the "Support" button or link available on:  
<https://devs.enco.io>  
<https://market.enco.io>

## 3. Incident Management

All Incident and Support requests logged with Support are assigned a severity level from P1 to P4 based on the impact on Developer's business. The Developer determines the initial severity level when placing a request for assistance. Severity levels may be changed after initial contact and assessment of the issue from a Support Engineer, providing the customer is in agreement.

The following table defines the severity levels and the targeted initial response time for Support.

Severity Level	Description	Response Time	Resolution Time
P1	<p><b>Significant Business Impact:</b></p> <p>Important Service features are unavailable with no acceptable workaround. Developer's Application in a primary business service, major applications or mission critical systems are functioning with limited capabilities or are unstable with periodic interruptions. The Service may be operating but is severely restricted. Severity Level 2 problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• Product error or failure forcing a configuration recovery or change, credential re-generation</li> <li>• Security breach</li> <li>• Severely degraded performance</li> <li>• Functionality unavailable but the Service is able to operate in a restricted fashion.</li> </ul>	4:00 Hrs	Best Effort
P2	<p><b>Minimal Business Impact:</b></p> <p>Service features are unavailable but a workaround exists and the majority of Developer's Application functions are still useable. Minor function/feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss of operational functionality. Severity Level 3 problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• Error message with workaround</li> <li>• Minimal performance degradation</li> <li>• Incorrect product behaviour with minor impact</li> <li>• Questions on product functionality or configuration during implementation</li> </ul>	12:00 Hrs	Best Effort
P3	<p><b>Nominal Business Impact:</b></p> <p>Minor problem or question that does not affect the Developer's Application function such as How To's, documentation, general questions, or enhancement requests. There is no impact to product usage or customer's operations. Severity Level 4 problems could have the following characteristics:</p> <ul style="list-style-type: none"> <li>• General requests for advice on product usage</li> <li>• Clarification on product documentation or release notes</li> <li>• Product enhancement request</li> </ul>	24:00 Hrs	Best Effort (no resolution date set)

#### 4. Incident handling:

**Remote diagnosis and intervention.** On receiving a Trouble Ticket, the appropriate Support Team will analyse whether the reported Incident can be diagnosed and resolved remotely based on all information at their disposal such as:

- i. The description of the incident logged on the ticket

- ii. The Configuration Information documented in the knowledge data base
- iii. The monitoring tools monitoring the infrastructure
- iv. Any tools and scripts that could help in the diagnosing and resolving the incident.

The Remote Diagnostic and intervention is executed by ClearMedia.

As part of this service component, the Support Team will diagnose the reported issues remotely (through phone and email) in order to resolve the reported issue. The Partner will be requested to provide the necessary information and may be instructed to perform some basic troubleshooting or corrective actions.

Dealing remotely with an incident, may also consist of making a remote connection to the affected product in order to allow ClearMedia to perform the necessary troubleshooting and corrective actions.

In parallel, ClearMedia will investigate whether a temporary solution can be provided to the Partner. The Partner will be informed of any actions and their related implementation time/impact.

Activities beyond remote configuration adaptations and the (remote) implementation of the manufacturer's bug fixes are not included in this service component.

## 5. Service Level Agreements (SLA's)

**a. Service Window.** The service window components define the timeframe in which ClearMedia will take action if an incident occurs on the managed solution.

- i. Standard Service Hours. The Standard Service Hours are from Mon-Fri 09:00-17:00, excl. Belgian public holidays.
- ii. 24/7 emergency window. For emergencies (P1 incidents) there is an emergency service window available 24/7.

**b. EnCo Portal availability.** The EnCo Portal is operated on a reasonable effort basis. No guarantee can be provided on the availability and accessibility of the EnCo Portal.

Developer cannot seek any compensation in case of unavailability or inaccessibility of the EnCo Portal.