RT Software/SAM Support Procedures and Guidelines

Full details of the support relationship between **Snell Advanced Media (SAM)** and **RT Software Ltd** is documented in the OEM contract.

The following is a summary of the support procedures.

1. SAM will provide 1st and 2nd line support to End Users for the embedded OEM graphics engine and associated software running on SAM products.

2. RT Software will provide 3rd line support to SAM for the embedded OEM graphics engine and associated software running on SAM products.

3. RT Software will provide 1st line support to End Users for any standalone RT Software product such as tOG Edit, tOG Playout and for the custom interface products based on tOG WebControl.

4. End Users requesting support direct from RT Software should follow the same procedure as SAM when reporting issues (points 12 onwards).

5. RT Software shall not be obliged to provide Support and Maintenance if payment of the Support and Maintenance Fee or the Annual Fee is overdue.

6. RT Software will supply Support and Maintenance in respect of the current and at least the previous two (2) Upgrade releases or 24 months whichever is the longer.

7. The broad support requirements for 1st and 2nd line support are outlined below.

    1st line customer contact via telephone or email.

    - Clarification of function and features of the product and documentation pertaining to the product.
    - Error verification, analysis and trouble-shooting.
    - Information collection and analysis.
    - Problem reporting administration and tracking.
    - Escalation to the next appropriate service level, if necessary.

2nd line customer contact via telephone or email.

- Basic installation and configuration issues.
- Error verification, analysis and trouble-shooting.
- Assistance with the product operation.
- Basic troubleshooting of problems and issues.
- Escalation to the next appropriate service level, if necessary.

8. To the extent it is possible and/or practical, SAM will provide the following information when it opens a Support Ticket with RT Software:

- SAM Support Ticket identification number
- SAM contact information (phone, e-mail)
- Severity level of the error (in accordance with the definitions in this document)
- RT DLL Version
- RT Config xml file (C:\Rtsw)
- RT Log files (C:\TogLogs)
- RT loaded Project(s) (D:\Media usually)
- ICE/Matrox Version
- ICE Configuratiion
- ICE Logs
- Nvidia Driver version (nvidia-control-panel)
- If it is a *crash* - the minidump file
- Timecode of incident
- Description of incident
        - as much info as possible
        - is it repeatable
        - under what circumstances does it occur
        - how can we recreate
        - do we need specific media?
- Ideally, if an on air issue, a clip of the issue

9. Upon request from RT Software, SAM may need to provide remote access to the extent allowed by the End User.

10. Upon request from RT Software, SAM may need to arrange for on site access in case of issues not possible to solve remotely. If on site investigation reveals the issue is not the responsibility of RT Software, then RT Software reserves the right to charge for time, materials and expenses.

11. Issues will be categorised as set out below by SAM in their reasonable opinion at the time each Issue is reported:

Severity 1 (Blocker)	The product is not operational, or if operational there is a serious risk to live performance.
Severity 2 (Critical)	The product is operational, but a major subsystem or component is not operational, or there is an issue that creates a serious risk to live performance, but the issue occurs infrequently.
Severity 3 (Major)	The product is operational, but a minor feature of functionality is operating incorrectly.
Severity 4 (Minor)	The product is operational but nuisance level inconsistencies exist, such as documentation errors or inconvenient work around.
Severity 5 (Trivial)	For record keeping. An issue is reported but in fact no fault exists.

12. Support issues should be submitted by email to support@rtsw.co.uk

13. Issues are tracked on a CRM system which provides automated acknowledgements.

14. Telephone support will be available on the UK number between 09:00hrs and 18:00hrs (UK local time) Mondays to Fridays excluding English Bank and Public Holidays.

15. RT Software Customer Support is handled in a round robin style by all technical staff at RT Software.

16. RT Software Customer Support is headed up by:

Name:	Nick Smith
Title:	Support Manager
Phone:	0207 384 9277
eMail:	nick.smith@rtsw.co.uk

17. SAM Customer Support is headed up by:

18. RT Software shall respond to and resolve Issues during the time-frames set out below, where the durations specified are UK business hours, i.e. hours during

which the Support services are available as defined in point 14 above.

Severity	Response Time		Resolution Time	
	Acknowledgement	Follow up	Solution	Delivery
1	Automated by return	2 business hours	Workaround or software release	Use reasonable endeavours to achieve this within 24 hours
2	Automated by return	4 business hours	Workaround or software release	Use reasonable endeavours to achieve this within 48 hours
3	Automated by return	5 working days	Next update	By agreement
4	Automated by return	10 working days	Future update	By agreement
5	Automated by return	10 working days	NA	