



Standard Support Agreement v1.6

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2 Revision History

Version	Date	Author	Description
1.0	31/02/2017	A Witt	Approved
1.1	02/05/2017	A Witt	Branding changes
1.2	28/07/2017	A Witt	Security update
1.3	08/06/2018	A Witt	Incorporating Pitch/Fabric
1.4	29/10/2018	A Schwartz	Legal review
1.5	30/10/2018	A Witt	Incorporating reporting unethical behavior
1.6	11/2/2019	A Witt	Including web URL for unethical reporting

3 Purpose

The purpose of this document is to outline the support services available to customers, it covers ‘in scope’ and ‘out of scope’ support components and process.

TouchCast is committed to customer success and we fully appreciate the strategic nature of the decision to use TouchCast. We understand the importance of customer support and how downtime can affect business process and potentially impact your company and brand.

4 The Service

This agreement covers the license period and will be reviewed as the deployment extends and/or products advance.

The services provided are:

1. The supply and management of one or more TouchCast products including: TouchCast Studio iPad app, TouchCast Pitch Windows 10 application, TouchCast Pitch Mac OS application and TouchCast iPhone app.
2. Help Desk service providing Incident and response for the above service or services.

5 Section 1: In Scope – Standard Support Agreement

Commencement	Support services will commence on the effective date of the License Agreement.
Review period	As required.
Number of end-users	As specified in the License Agreement
Geographical locations	UK, Europe & Americas
Office locations	As outlined in the License Agreement
Support coverage	Online support Incident and Request logging to be available [Monday to Friday 09:00 GMT - 17:00 PDT] providing 15 hours support coverage per day.
Products supported under License Agreement	TouchCast Studio iPad app TouchCast Pitch Windows 10 app TouchCast Pitch Mac OSX High Sierra app – July 2018 TouchCast Fabric Portal TouchCast iPhone app TouchCast Remote iPhone app
Integration supported	Not applicable as part of a License Agreement
Support Escalation Overview	Customers will log ALL incidents with the TouchCast Help Desk- providing supporting information as outlined in Appendix ii.
Contact methods	To access the TouchCast support portal, Customers should go to: Support.touchcast.com On first access the Customer will be required to setup an account before a ticket can be raised.
Communication	TouchCast representative to formally communicate product updates to named key contacts for cascading to end-users
Language	All support will be carried out in English

Escalation	Priority 1 issues to be logged with the TouchCast Help Desk via email
Innovation	Product Innovation: Continuous access to innovation including product updates, enhancements, and new releases.
Product upgrades	Product upgrades, maintenance releases, and documentation will be made available during the license period where applicable.
Product enhancements	Ability to submit suggestions for product enhancements/feature requests via support.touchcast.com.

6 Section 2: Out of Scope –Support Agreement

Locations	Locations outside of those identified in the License Agreement
End-users	Greater than the number of end-users identified in the License Agreement
Products	Applications/products not included in section 1 ‘Supported Products’.
TouchCast Themes	The amending or creating of new TouchCast Themes. These are covered under Professional Services and should be raised directly with the TouchCast representative.
Training	Training is covered as part of deployment or Professional services. Training will not be carried out by the TouchCast Help Desk
Environment	Support for architectures, platforms (including desktops), or configurations/ deployment. Support for TouchCast products that have passed the published end of support dates. Diagnosis or support of third party products and software (e.g., operating systems, browsers and network software) located in any client offices.
Platforms	The platforms and operating systems where the application is installed or the Touchcast is viewed from, including iPads, desktops Macintosh/PC, smart phones.
Browsers for Authoring	Desktop browsers including: Chrome, Edge, IE, Safari, Mozilla Firefox

Project scoping and delivery	Requests should be raised directly with the TouchCast representative.
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7 Section 4: Client responsibilities during license period

Platforms	Support for architectures, platforms (including desktops), or configurations/ deployment. Diagnosis or support of third party products and software (e.g., operating systems, browsers and network software) located in any client offices.
Software	All operating systems, software deployment and version control
Connectivity	Network and bandwidth availability to support TouchCast products
Communication	End-user communication of updates or service outage reported by TouchCast to the primary key contact.
Escalation	The logging of and escalation to TouchCast of Incidents affecting business process.

8 TouchCast Help Desk services

For the period as outlined in the license agreement, TouchCast Help Desk services will be provided from the TouchCast offices in London and New York, and other locations as appropriate.

TouchCast will facilitate the logging of Incidents and Service Requests via email.

Our comprehensive Help Desk is the gateway to an extensive knowledge base and 'Getting Started' tutorials.

9 TouchCast Incident management process

All Incidents are logged via the Help Desk with Priorities from P1 (most critical) to P4 (least critical). Incident Priority is determined by the effect upon the customer's ability to complete business critical processes.

Incident response times will be measured from time Incident is reported to the TouchCast Help Desk.

In order to efficiently resolve problems, it is important that there is clear and effective communication between the customer and TouchCast.

The first step of the process requires an Incident to be reported accurately:

- Company name
- Name of licensed user
- Contact information, including: telephone number, and email address
- Product being used (Studio, Pitch, Fabric Portal)
- Platform or device and operating system
- Preliminary assessment of the scope and severity of the problem, including the number of affected users/seats
- Additional details and screenshots where possible to assist in resolving the issue
- When a request is opened, a case number will be assigned and provided to you. Retain and use this case number in order to facilitate future communications with us regarding the matter.

In order to assign an initial Incident Priority, the Help Desk will use two variables, the ability for the user to work and the number of people impacted. These results and the associated Incident Priorities are shown below.

Incident Priorities by user impact:

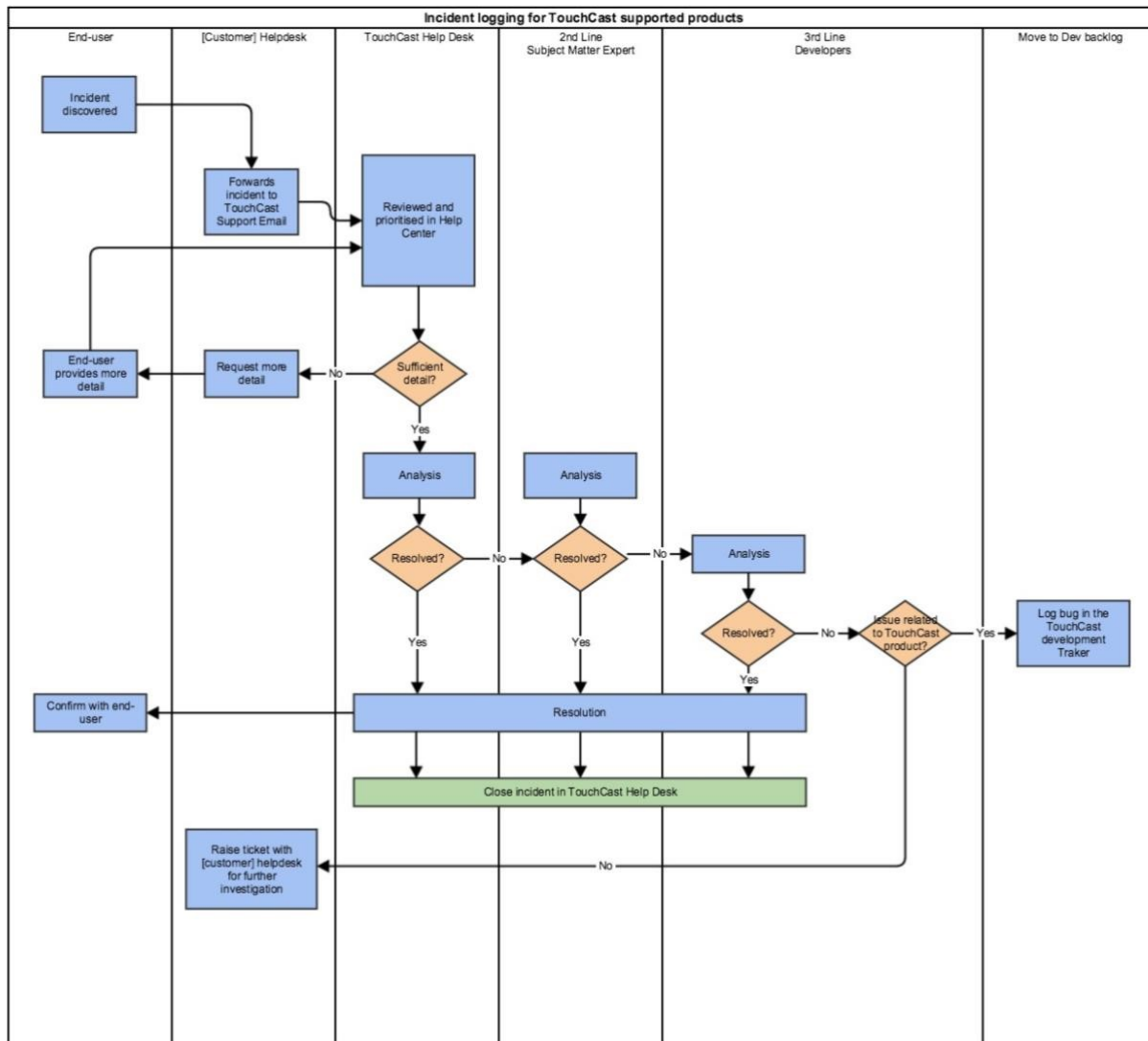
		Unable to work	Able to work
Affected number of users	All users	P1	P2
	>50	P2	P3
	1	P3	P4

Incidents can also be prioritized at the customer's discretion, working to define an incident with the TouchCast team. Where incident criticality cannot be gauged solely by the user's ability to work, number of users, or as more details regarding the impact of the incident come to light, business impact and urgency will be used to recalculate the correct Incident Priority. Examples include impacting a large number of viewers, high Priority viewers, or a sole high Priority author.

Incident Priorities by business impact:

		Commercial Impact		
		Major	Moderate	Minimal
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P4

10 TouchCast Incident management process flow



All incidents and requests should be logged via the TouchCast Help Desk support.touchcast.com.

11 Incident closure policy

Incidents are closed and the work log is ceased according to the following criteria:

11.1 Standard case closure

The Customer confirms that the case is resolved and can be closed because an acceptable workaround or solution has been provided.

11.2 Non-standard case closure

TouchCast will close the case if the Customer does not respond to repeated inquiries by our Help Desk team to confirm whether the problem has been satisfactorily resolved. We will make at least two attempts to contact the end-user via phone or email.

Your support agreement has expired.

We will reopen any case or may create a new case if you call to report the problem persists.

12 Incident prioritisation matrix

Incident targeted response times are dependent on the Priority level as set forth in the Priority structure below. The targeted response times during business hours as defined in Section 1 are listed below against the four-tier Priority structure.

Priority Description	Standard Support Response Time
<p>P1 'Priority 1'</p> <p>A service is unusable or so severely degraded as to be unusable, there is a complete loss of a service affecting all Customers and/or administrators, the Incident is blocking development/the project, the deliverable is unusable, the Incident will cause the launch date to be missed and includes an issue: (a) that causes or is likely to cause data to be lost or destroyed; (b) prevents installation or operation in the properly configured environment; (c) that results in a primary feature failure without a work around; (d) that causes a system hang, "blue screen", or unintended reboot; (e) that the Customer notifies in writing to TouchCast that the Customer has reasonable belief will be exposed to financial or legal liability or (f) that the Customer notifies in writing to TouchCast that the Customer has reasonable belief will cause material negative impact to its brand and/or reputation. For example: a service renders the Customer's system inoperable.</p>	<p>2-business days response Monday-Friday during normal working hours</p> <p>If received outside of the standard support hours (Monday to Friday 09:00 GMT - 17:00 PDT) then the response will be provided 2business days after starting from the next standard support hour.</p>
<p>P2 'Priority 2'</p> <p>Partial loss of a service affecting a large proportion of users/customers, a component is degraded or there is a standard Bug and includes an Incident that (a) causes improper operation of the Software; (b) produces results materially different from the results as described in the Specification (as such term is defined in the License Agreement) where such Incident does not constitute a Priority 1; (c) causes a primary feature failure for which there is a reasonable workaround or (d) significantly impairs the use of the Software. For example: a user tries to record an interactive video and the Software fails to warn the user that the available disc space is low and the Software fails resulting in a loss of the recorded interactive video.</p>	<p>2-business days response Monday-Friday during normal working hours</p> <p>If received outside of the standard support hours (Monday to Friday 09:00 GMT - 17:00 PDT) then the response will be provided 2business days after starting from the next standard support hour.</p>
<p>P3 'Priority 3'</p> <p>Partial loss of a non-critical service and/or component with no direct business impact or affecting a small proportion of Customers and a work around is available and includes an Incident that (a) results in a non-primary function of the Software as described in the Specification. For example: a Software widget doesn't pull information from a 3rd party RSS feed properly but the user can implement a work around by displaying the feed on a web page instead.</p>	<p>2-business days response Monday-Friday during normal working hours</p> <p>If received outside of the standard support hours (Monday to Friday 09:00 GMT - 17:00 PDT) then the response will be provided 2business days after starting from the next standard support hour.</p>
<p>P4 'Priority 4'</p> <p>A Service Request and includes an Incident that (a) has no impact to the customers overall perception of the Software quality, or (b) has a tolerable impact on the user experience. For example: a user enters too many characters on a Software widget or title screen that displays awkwardly on the screen.</p>	<p>2-business days response Monday-Friday during normal working hours</p> <p>If received outside of the standard support hours (Monday to Friday 09:00 GMT - 17:00 PDT) then the response will be provided 2business days after starting from the next standard support hour.</p>

13 Request fulfilment

The Help Desk team categorises all logged Service Requests according to the level of complexity, planning and effort required in their delivery. The fulfilment targets are as follows:

Description	Request fulfilment target
Basic	2 days
Complex	To be mutually agreed on a case by case basis. If impact assessment determines project/development professional services required, these will be dealt with by the TouchCast Technical Account Manager.

Typical Service Requests:

Description	Examples
Basic	Provide analytics on specified TouchCast; Add new accounts to TouchCast; Apply a backend change to existing TouchCast (include updating existing PDF link)
Complex	New feature requests; New or updates to TouchCast theme creation; Producer assistance; New training guides

Complex requests will be considered to be projects when they require levels of planning and professional services (design, production and development). Where this is the case then it will require the involvement of the Technical Account Manager to work with [the customer] to fully document requirements and prepare a proposal and estimate of costs. For the purpose of this document, projects will not be considered as a business as usual activity and are therefore out of scope.

14 Security incident response process

It's important to us that customers understand how they fit into our security incident response process and what responsibilities you have in the course of an incident.

We do our best to handle the entirety of any security incident affecting our services and infrastructure. We'll do everything from breach detection to containment. However, we can't possibly see everything; sometimes we need a helping hand from our customers to report an incident.

The TouchCast internal procedure for managing security incidents is detailed below:

TouchCast internal process for Security Incidents:

The employee or affected department who discovers the incident refers to the escalation plan, contacting the incident response team.

The response team will meet or discuss the situation and determine a response strategy including.

- Is the incident real or perceived?
- Is the incident still in progress?
- What data or property is threatened and how critical is it?
- What is the impact on the business should the attack succeed? Minimal, serious, or critical?
- What system or systems are targeted, where are they located physically and on the network?
- Is the incident inside the trusted network?
- Is the response urgent?
- Can the incident be quickly contained?
- Will the response alert the attacker and do we care?
- What type of incident is this? Example: malware, intrusion, abuse, damage.

The victim of the incident creates an incident ticket using the Security Incident Form and categorizes into the highest applicable level of one of the following categories:

- Category one - A threat to public safety or life.
- Category two - A threat to sensitive data
- Category three - A threat to computer systems
- Category four - A disruption of services

Team members will establish and follow one of the documented procedures basing their response on the incident assessment. If there is no applicable procedure in place, the team will document what was done and later establish a procedure for the incident.

Team members will use forensic techniques, including reviewing system logs, looking for gaps in logs, reviewing intrusion detection logs, and interviewing witnesses and the incident victim to determine how the incident was caused. Only authorized personnel should be performing interviews or examining evidence, and the authorized personnel may vary by situation and the organization.

Team members will recommend changes to prevent the occurrence from happening again or infecting other systems.

Upon management approval, the changes will be implemented.

Team members will restore the affected system(s) to the uninfected state and document any changes and provide any lessons that have been learned from this experience

If an incident affecting a customer is confirmed, the customer will be contacted as soon as possible.

Customers' responsibilities

Customers are encouraged to report any unauthorized access or malicious behaviour to the TouchCast environment.

The customer should contact their TouchCast representative as soon as possible and in parallel raise a support ticket at support.touchcast.com, providing the following information:

- Date of incident:
- Incident Category:
 - Category one - A threat to public safety or life.
 - Category two - A threat to sensitive data
 - Category three - A threat to computer systems
 - Category four - A disruption of services
- Incident description
- How was the incident discovered?
- How the incident occurred
- Any evidence attached to the email

15 Reporting Unethical Behavior

If you believe a TouchCast employee or TouchCast the entity is behaving unethically, please follow this process.

File a report via email to ethics@touchcast.com or to report anonymously, please go to touchcast.com/ethics, follow the questions and submit your report.

Provide a written report containing only the facts, and do not include personal opinion. Detail dates, times, and individuals who may be involved with supporting evidence. A TouchCast HR representative will be able to help you with any questions. You may be questioned to ensure that you have the necessary proof.

Once the report has been filed, the HR representative will carry out an internal investigation into the issue. They will handle the claim, and they will take steps to correct the issue.

16 Projects

Complex requests will be considered to be projects if they require levels of planning and professional services (design, production and development). Where this is the case then it will require the involvement of the TouchCast representative to work with the client to fully document requirements and prepare a proposal and quotation. For the purpose of this document, projects will not be considered as a business as usual activity and are therefore out of scope of the standard support agreement.

17 Definitions, acronyms and abbreviations

Availability	Ability of a TouchCast service or other configuration item to perform its agreed function when required.
Business Day	Business Days exclude public holidays.
Customer	The user of the Service (whether a company, organization, or other entity) who has entered into a License Agreement with TouchCast on behalf of end users within its company, organization, or other entity.
Escalation	An activity that obtains additional resources when these are needed to meet service level targets or customer expectations and ensures that communication takes place with stakeholders when required.
Failure	Loss of ability to operate to specification.
First-line support	The first level in a hierarchy of support groups involved in the resolution of incidents.
Functional escalation	Transferring an incident, problem or change to a technical team with a higher level of expertise.
Hierarchic escalation	Informing or involving more senior levels of management to assist in escalation.
Impact	A measure of the effect of an incident, problem or change on a business process.
Incident	An unplanned interruption to a TouchCast service or reduction in the quality of a TouchCast service.
Incident Management	The process responsible for managing the lifecycle of all Incidents.
Incident Ticket	A ticket logged in the Help Desk containing the details of an Incident.
License Agreement	An agreement between a Customer and TouchCast governing the terms of the Customer's use of the Service.
Major Incident	The highest category of impact for an Incident affecting a critical business process, resulting in significant disruption to the business.
Priority or Priorities	A category or categories used to identify the relative importance of an Incident.

Process	A structured set of activities designed to accomplish a specific objective.
Request fulfilment	The process responsible for managing the lifecycle of all Service Requests.
Resolution	Action taken to repair the root cause of an Incident, or to implement a workaround.
Restore	Taking action to return a service to the users after repair and recovery from an Incident.
Service hours	An agreed time period when a particular service should be available
Service level	Measured and reported achievement against one or more service level targets.
Service Request	A formal request from an end-user for something to be provided.

18 Contacting TouchCast Support

The client should raise all tickets with TouchCast via support.touchcast.com support portal with the Incident reporting key Information as described in appendix ii.

19 Appendix

Appendix i - Supported devices and operating system iPad

Specification for authoring with TouchCast Studio 1.19x iPad application

	Minimum	Recommended
iPad	iPad Air 2	iPad Pro
iOS	iOS10	iOS11x
Memory	2 GB (for video content)	4 GB (for video content)
Internet Connection	Wireless	Wireless
Camera	Built-in iPad cameras	Built-in iPad cameras
Browser Playback	HTML 5 or Flash running in Chrome 31, Safari 7, IE10 & Firefox 30. IE8 and 9 are supported as well but with a degraded experience.	Latest versions for all browsers. Firefox 35, Safari iOS

*older iPads can run TouchCast Studio but with diminished performance and lacking some features.

Live Streaming using TouchCast Studio 1.19x iPad application – Enterprise and partner customers only

Please note: Anyone can attend a TouchCast Live Stream without needing to download software.

Attendees simply need the registration link.

Hosting a TouchCast Live Stream requires TouchCast Studio 1.19x for iPad.

	Host	Attendees
Device	iPad Air 2 (minimum) or Pro (or later recommended)	Desktop, laptop, mobile
RAM	4 GB recommended	Device with 2GB or more of RAM
Microphone	Lav mic or equivalent	Microphone and speakers (USB headset recommended) if unmuted by the host
Operating system	iOS 10 (or later)	Windows 8 – Windows 10 Mac OS X 10.6 (Snow Leopard) – 10.12 (Sierra) Linux / Ubuntu Google Chrome OS (Chromebook)
Web Browser	For moderation: Google Chrome v39 or later Mozilla Firefox v34 or later Internet Explorer v8 or later (Windows 7 is not supported) Microsoft Edge v12 or later Apple Safari v6 or later	Google Chrome v39 or later Mozilla Firefox v34 or later Internet Explorer v8 or later (Windows 7 is not supported) Microsoft Edge v12 or later Apple Safari v6 or later

Internet Connection	15 Mbps or better (broadband recommended)	15 Mbps or better (broadband recommended) 3G connection or better (WiFi recommended for VoIP audio) for Chromebooks
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Desktop Specification for authoring with TouchCast Pitch application for Windows 10

	Minimum specification	
Device	CPU: Core i3 (Core i5 or higher recommended) Microphone Discrete Video Card is recommended	
RAM	4Gb (8G Recommended)	
Operating System	Windows 10 version 10586 (Recommended: Windows 10 Version 1607 (Anniversary Update))	
Camera	Camera with Resolution of 1280x720 or higher	
Network	Internet connection required for authentication and web vApp placement	

Desktop Specification for authoring with TouchCast Pitch application for Mac OSX

	Minimum specification	
Device	CPU: Core i5 or higher recommended Microphone Discrete Video Card is recommended	
RAM	4Gb (8G Recommended)	
Operating System	MacOS 10.13.2 recommended	
Camera	Camera with Resolution of 1280x720 or higher	
Network	Internet connection required for authentication and web vApp placement	

20 Appendix ii - Incident reporting key information

- Contact information, including: name, telephone number, and email address
- Company
- Location
- Platform or device being used and operating system (ex. iPad Air 2, 16 GB, iOS 8.4)
- TouchCast Product
- Version of TouchCast and browser if applicable
- Preliminary assessment of the scope and severity of the problem, including the number of affected users/seats
- Additional details and screenshots where possible to assist in resolving the issue
- Expected behaviour, issue description, and steps to reproduce
- When a request is opened, a case number will be assigned and provided to you. Retain and use this case number in order to facilitate future communications with us regarding the matter.