

Webcast & Hybrid Meeting Service Level Agreement

vML23-4

1 Purpose of this document

This document outlines the support which Public-i provides to Connect Webcaster, ConnectRemote and hybrid meeting clients. Please note that these SLAs do not apply to audio-visual services or other Connect capture methods. Public-i do not provide support to end viewers of webcasts (e.g. members of the public).

2 Service desk

Technical queries should be directed towards our service desk. The service desk is available during the following hours:

- Monday – Thursday 8:30am – 10pm
- Friday – 8:30am – 5pm

Please note: the service desk is not operational outside of these hours

For non-urgent queries, the best way to raise an issue with the service desk is via the Public-i Portal: <http://support.public-i.tv/> - usernames and passwords can be set up on request.

For urgent queries, the service desk can be reached via telephone: 01273 821282 or email: helpdesk@public-i.info

Our team will talk you through troubleshooting, and also have FaceTime and WhatsApp video calling for visual remote support.

3 Technical support categories and response times

3.1 Server and software:

This SLA refers to all issues with either the server (e.g. the availability of client webcasting microsites, archived videos, etc.) or Connect software. Support requests raised during office hours will be dealt with according to the following criteria:

Level	Description	Acknowledgement	Response / Next steps agreed	Resolution
1 <i>Critical</i>	Service outage or security breach – e.g. clients cannot access their services, security breach identified	Immediate	15 minutes	Public-i internal fault: 1 hour. Third party fault (e.g. Amazon server): timescales will be communicated.
2 <i>Major</i>	Service issue or non-critical fault – e.g. clients can use services but functionality is reduced	Immediate	30 minutes	Public-i internal fault: 4 hours. Third party fault (e.g. Amazon server): timescales will be communicated.
3 <i>Bug Fix</i>	Non-critical bug fixes – e.g. software bugs which do not impact core software functionality	Within four working hours	1 Working Day	Within 10 working days
4 <i>Change Request</i>	Request for changes or training – e.g. feature request, new integrations or additional training	Within four working hours	2 working days	Agreed on individual basis

*NB: where we cannot fully resolve an issue, we will have informed you of the steps we are taking and the likely timescale for this within the timeframe given in the table above.

Any fault which is caused by the client's own network, internet service provider (ISP) or power supply will remain the responsibility of the client. Likewise, third party software (e.g. Zoom, Microsoft Teams) are not supported by Public-i in any way.

Please note: all ConnectAnywhere faults will be categorised as "minor".

3.2 Hardware faults

This SLA refers to all faults which are determined to be caused by hardware e.g. faulty cameras, encoders or issues with any other leased hardware. This SLA only applies to Public-i owned hardware, which is leased by the client.

The SLA below DOES NOT apply to any hardware that is purchased and owned by the client. If you have a separate AV Maintenance contract in place with Public-i for your own hardware, please refer to the relevant SLA for support details.

Level	Description	Acknowledgement	Service desk 1 st line	Service desk 2 nd line	Service desk 3 rd line	Engineer Attendance
1 <i>Critical</i>	Service outage or business-critical fault – e.g. clients cannot access any of their services, hybrid meetings cannot be held	Immediate	15 minutes	Within 1 working hour	Within 2 working hours	3 working days
2 <i>Major</i>	Service issue or non-critical fault – e.g. clients can use services but non-business critical functionality is reduced (e.g. webcasting)	Immediate	1 hour	Within 4 working hours	Within 1 working day	5 working days
3 <i>Minor or Change request</i>	Request for changes or training – e.g. video editing, minor sound adjustments	Within four working hours	1 Working Day	Within 2 working days	Within 5 working days	Agreed with client

*NB: engineer attendance on site is subject to client availability. We will always try to pre-empt the nature of a fault before attending and bring appropriate replacement hardware with us. However, it is sometimes necessary for us to order hardware to fix faults in which case we will keep you informed of lead times and expected date of return visit.

Our service desk team will talk you through troubleshooting steps prior to arranging an engineer call out. We ask that you follow their troubleshooting guidance. Call outs

are chargeable to the client where these steps are found to have not been followed. Where faults are found to have been caused by physical damage to hardware (for example: water damage, mishandling, lack of appropriate storage) we reserve the right to charge for engineer time and replacement parts.

4 Live monitoring & support

Live monitoring and support are available for Connect Webcaster, ConnectRemote or hybrid meetings which take place during the hours outlined in section 2. Live monitoring is not available for ConnectAnywhere.

We strongly advise all clients to run a full test of their system prior to the meeting. For webcasting, we recommend that testing should take place at least one hour prior to meeting start. For hybrid meetings, we recommend that testing should take place at least four hours prior to meeting start (for morning meetings, testing should be carried out the previous working day).

5 Out of hours support

After office hours, our out-of-hours monitoring service can provide first-line support, meeting monitoring and troubleshooting.

Support for weekend meetings can be arranged and will incur an additional fee.

Please note out-of-hours support is first-line only. Any issues which require advanced troubleshooting or investigation will be escalated in line with the above SLAs, during office hours.

6 System provision, upgrades and downtime

We provide 99.9% uptime on your Public-i provided website. This excludes time scheduled for system maintenance, which clients will be notified of in advance. Planned outages will be notified with at least 7 days' notice and will take place, wherever possible, in the early hours of the morning so as not to impact clients or viewers.

Periodic upgrades to the software will be rolled out as part of the ongoing software licence. Minor bug fixes will be communicated via the service desk. Larger releases will be communicated to clients ahead of time.