

# Mediasite Customer Care Plans

	STANDARD	ENHANCED
<b>24/7 MEDIASITE CUSTOMER CARE PORTAL</b>		
<b>Mediasite New Release and Hotfix Downloads:</b> Available for any products under active Customer Care. (Does not include installation and configuration services.)	✓	✓
Online Case Submission, Support Updates and Status Tracking	✓	✓
Searchable Knowledge Base, Mediasite Release Notes, Documentation and Technical Planners	✓	✓
Mediasite U Video Tutorials	✓	✓
<b>Mediasite Innovation Track:</b> If enrolled, pre-release access to non-production versions for evaluation and testing.	✓	✓
Customer Care Contract Details and Status	✓	✓
<b>TECHNICAL SUPPORT</b>		
Unlimited Online Support Cases and Technical Phone Support During Standard Business Hours	✓	✓
Support Case Prioritization Over Non-Customer Care Clients	✓	✓
<b>Proactive Case Creation:</b> Configure Mediasite to publish its logs for our team to monitor and notify you if common issues arise.	✓	✓
<b>Emergency 24/7 Phone Support:</b> Available through the US office, excluding December 24, 25, 31 and January 1.	✓	✓
Enhanced Support Case Prioritization Over Standard Customer Care Clients		✓
<b>Dedicated Email Support for Urgent Issues:</b> Receive your own dedicated email address to get expedited support for urgent issues.		✓
<b>MEDIASITE VERSION MANAGEMENT &amp; PROFESSIONAL SERVICES</b>		
Proactive Notification of Mediasite Upgrades, Features and Updates	✓	✓
<b>Upgrade Planning Assistance:</b> Conference call with a Customer Care technician to discuss and plan for your self-hosted or Mediasite Video Cloud upgrade. (Does not include remote or onsite upgrade installation.)	✓	✓
<b>Mediasite Video Cloud Upgrades:</b> Remote upgrades of Mediasite Video Cloud during a prescheduled maintenance window.	✓	✓
<b>Annual Mediasite Health Check:</b> Two-hour annual conference call to review your Mediasite Video Platform, Recorders, system settings and workflows with a technical consultant. We will provide guidance on your Mediasite video capture strategy.		✓
<b>Annual Mediasite Roadmap Review:</b> One-hour exclusive conference with a Sonic Foundry Executive to review the upcoming product roadmap.		✓
<b>Mediasite U. Virtual Boot Camp:</b> Enjoy a single-user pass to attend a Mediasite U. Virtual Boot Camp. Great for new Mediasite Administrators or great for keeping your Mediasite skills up-to-date.	Fee applies	✓
<b>Mediasite Video Platform Upgrades*:</b> Up to four remote upgrades of your self-hosted Mediasite Video Platform server. In-place upgrades must be within the same version family (e.g. 7.0.30 to 7.2.1, 7.2.1 to 7.2.2) without any server or infrastructure changes.	Optional add-on	✓
<b>Mediasite Video Platform Migration to New Server*:</b> Remote migration services to assist with moving the Mediasite Video Platform Application to new servers (e.g. moving from 2008 to server 2012 R2).	Optional add-on	Optional add-on
<b>On-Site Mediasite Professional Services:</b> On-site visit from one of our technical engineers to assist with installations, upgrades, migrations, on-boarding and training.	Optional add-on	Optional add-on

\*Services may be performed onsite for additional fee.