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## Cloud Payout – Support & SLA

This document outlines the support included with Cloud Payout subscriptions (Standard, Pro and Ultimate) as well as the expected SLA and what you can expect should our Cloud Payout service fall short of the SLA targets.

### Myriad Payout & Myriad Anywhere Support

Your Cloud Payout system includes standard UK office hour technical support (9:30am to 5:30pm, Monday to Friday) for the following Broadcast Radio software products:

- Myriad 5 Payout
- Myriad 5 Remote Edit Server
- Myriad 5 OCP
- Myriad 5 AutoImporter
- BR Live Studio (Pro and Ultimate only)
- BR Encoder

UK office hours support also extends to the following services:

- Broadcast Radio Streaming
- Mobile Apps (Ultimate only)
- Alexa Skills (Ultimate only)

Software and services supplied by 3<sup>rd</sup> parties are not included in standard UK office hour support, these may include, but are not limited to:

- Windows operating system
- 3<sup>rd</sup> Party Encoders
- Software Audio Processors
- Virtual Audio Cables (or other AoIP software)
- Remote Control Solutions (RealVNC / Teamviewer etc)

Standard UK office hours support only covers technical issues, not training. Tickets raised regarding standard procedures that are not technical faults will be regarded as training and are not included in the support contract.

For a full breakdown of our support procedures and guidelines see - <https://help.broadcastradio.com/hc/en-gb/articles/360016383719>

### Additional 'Out of Hours' support for Cloud Payout customers

In addition to the standard support outlined above, Cloud Payout customers will also receive the following support within their Cloud Payout Subscription (Standard, Pro & Ultimate). This additional layer of support is provided in recognition that the customer is not able to physically access the system as they would in a traditional 'on premise' model.

We will waive the 'out of hours' fee for technical support in the following circumstances:

- Customer is unable to access their Cloud Payout system via the provided remote access solution (RealVNC).
- Customer's (Broadcast Radio hosted) stream is not functioning (and they have tried restarting the encoder software).
- Myriad Anywhere (Cloud Hosted) portal is not accessible (and the customer has already restarted Remote Edit Server & Anywhere Tunnel Service).
- Myriad Payout software not able to be opened (even after customer restart).

Out of hours support tickets raised for any item not included in the list above will be chargeable at the standard 'out of hours' rate.

Examples of chargeable 'out of hours' support issues include, but are not limited to:

- Scheduling Issues
- Restarting RES/Tunnel Service
- Restarting Encoder
- Restarting BR Live Studio Application
- Restarting Myriad Payout
- Myriad Payout Suite Application Issues
- User Management
- Customer closing Key Applications (or shutting down the cloud operating system)
- Training & Usability

The included UK standard office hours support will cover the majority of these except for anything considered as user training.

The spirit of this extended support is that if you experience a broadcast emergency that you would normally be able to rectify with physical access but are unable to rectify because you cannot access your Cloud Payout system then we will offer waive the 'out of hours' technical support fee.

### Cloud Payout SLA

Cloud Payout offers a robust and reliable service that you can generally rely on to provide 24/7 payout for your station, however, due to the multi-faceted nature of the solution, there are a great many factors that can affect system uptime and some of them are outside of our direct control.

In recognition of this, we offer a target **SLA of 99.5% up-time** per calendar month, where 'up-time' is defined as the platform is operational and accessible to the user via remote control (RealVNC).

Please note that this means that Myriad Payout not running or encoder not streaming content would not count towards the SLA 'up time', the SLA will only apply if the platform is not running and is also not accessible by the end User.

Any system outages need to be reported by email ([support@broadcastradio.com](mailto:support@broadcastradio.com) to open a ticket) with an exact description of the issue along with any steps you have taken already to rectify the issue. The outage start time will be taken as the time the ticket is raised. The outage end time will be defined as User Access restored to the system. In the event that the 'up time' falls short of the SLA (2 hours and 36 minutes) in a given calendar month, the following rebates will be applied to the following months Cloud Payout subscription.

| SLA Exceeded By (in hours) | Percentage Rebate Applied (to following month) |
|----------------------------|--|
| Up to 4 Hours              | 3%   |
| 4 – 8 Hours                | 5%   |
| 8 – 12 Hours               | 7%   |
| 12-16 Hours                | 10%  |
| 16 Hours +                 | 50%  |

### Restrictions

The SLA rebate will not be applicable if the fault is caused by any of the following:

- Customer fault or negligence,
- Using any software other than that originally supplied with the system,
- Failure to carry out routine maintenance,
- Modifying the configuration beyond the original settings,
- Failure to ensure key software is configured correctly and running,
- Failure to login to the system remotely to check on configuration.

To apply for a rebate, please contact our admin team on [hello@broadcastradio.com](mailto:hello@broadcastradio.com) no later than 10 days after the outage. Please provide details of the outage along with the ID for the raised support ticket.

Confirmed rebates will be applied to the following months subscription.