

Support Policy

Document last updated January 2011

Overview

This policy defines the support policy for the systems and data relating to Kulu Valley platform. These systems include, but are not limited to, the software components and customer data that comprise the Kulu Valley platform. The parts of the platform that are expected to be supported include server and database infrastructure, the media asset store, Kulu Valley application code, associated software components and any relevant configuration.

Purpose

This policy is designed to ensure appropriate support of all infrastructure, software and components relating to the Kulu Valley platform.

Scope

This policy applies only to customers who have a valid license agreement. It covers all equipment and software owned and operated by Kulu Valley Ltd and any of its partners.

Definitions

Kulu Valley Platform – includes; server infrastructure, any relevant database tables, the media assets, Kulu Valley application code, associated components, and relevant configuration.

Maintenance – the provision of services and software after delivery of the Kulu Valley platform to correct faults, improve performance or other attributes, or to adapt the product to a modified environment

Error – a fault or defect with the Kulu Valley platform defined as one or more of the following:

- A software-related fault or defect within the Kulu Valley platform that has an adverse affect on the Kulu Valley platform's use or operation
- Incorrect configuration within the Kulu Valley platform that has an adverse affect on the Kulu Valley platform's use or operation
- Any failure by the Kulu Valley platform to operate all material respects in accordance with the product specification and its current operational specifications
- Any other defect or fault in the Kulu Valley platform and/or its underlying software code that has an adverse affect on the Kulu Valley platform's use or operation
- Failure of the Customer's infrastructure where action by Kulu Valley is required to restore service

Coverage

All software products and services provided by Kulu Valley are warranted on the terms of the license or other agreement under which Kulu Valley supplies the software or software services (Customer Agreement). Any replaced or corrected software is also subject to the warranties and provisions set forth in the Customer Agreement, including limitations and disclaimers.

In the cases where customer support is required, it is the responsibility of the Customer to:

- Eliminate any causes of the error that are specific to the Customer rather than the Kulu Valley platform
- To gather and generate as much information as possible regarding the error, including: the error message; the steps taken to recreate the error; the Customer's system and connectivity details; and any other useful information
- Provide remote access to Customer's environment to assist in support, where remote access is not provided it will be the Customer's responsibility to provide a suitable resource that can carry out diagnostic activities on behalf of the service team.

The Kulu Valley support team can be contacted via telephone and e-mail during UK working hours.

UK working hours are defined as 9am to 5:30pm, Monday to Friday, excluding UK bank holidays.

Contact details are listed below:

Kulu Valley Support Contact Details

Telephone: +44(0)207 253 8080

www.kuluvalley.com/customer-support

Kulu Valley will work to address any maintenance issues with the Kulu Valley platform as per the Kulu Valley Maintenance Policy Document.

Exclusions

This policy does not obligate Kulu Valley to provide support services required as a result of the following:

- Issues arising from 3rd party or customer specific hardware or software failures
- Issues arising from modifications made to the software by a customer or to any computer program incorporating all or any part of the software.

This policy does not cover:

- Provisioning of support outside of UK Working Hours (9am – 5.30pm)
- Customer training



24 x 7 Software Maintenance and Support can be deployed for Customers if required, at an additional cost.