Crestron Electronics, Inc.
VC-4 Virtual Control - Maintenance Services Schedule
February 2020

Maintenance Services for Crestron VC-4 Virtual Control On-Premises Software (the "**VC-4 Software**"), are included in Subscription Licenses, or may be purchased separately as on a subscription basis to supplement One-Time Licenses, subject to the terms of Crestron's On-Premises Software License and Maintenance Agreement.

During the term of the Maintenance Services, Crestron will provide Customers or their Authorized Integrator with the following:

Software Updates: All updates to the VC-4 Software made available by Crestron.

Dedicated Resources: A dedicated contact at Crestron for escalation of VC-4 Software support issues, and a prioritized call queue.

Partner Registration: The end-customer will be registered as a Crestron partner, providing them with the ability to contact Crestron Technical Support directly for issues with the VC-4 software.

Support Services: Remote technical support for VC-4 Software, including diagnostics and troubleshooting, with response times set forth in the chart below:

	High Priority	Medium Priority	Low Priority
Business Impact	Significant - Important features of the Software are not working properly in high priority rooms and there are no acceptable alternative solutions	Some- important features of the Software are unavailable in some rooms, but an alternative solution is available or non-essential features of the Software are unavailable with no alternative solution	Minimal - non-essential features of the Software are unavailable. The implementation or use of the Software by the Customer is continuing and there is not a significant negative impact.
Initial Response Time	30 minutes	1 hour	2 hours
Status Updates Provided	daily	bi-weekly	weekly
Hours of Coverage	Business Hours	Business Hours	Business Hours

Business Hours are 9:00 AM through 5:00 PM local time, excluding holidays and weekends.

Customer requirements:

Upon request Customer will make the following available to Crestron in connection with the Maintenance Services:

(i)	Remote access to the VC-4 server, either directly or via a screen sharing application, including the logs of the underlying operating system.
(ii)	Information regarding the network topology, switch configuration, port filtering, and packet captures for troubleshooting purposes.
(iii)	Access to a network administrator, should it be required.
(iv)	The complete, uncompiled source code for all programs in the VC-4 Program Library, including the source code to any references in those projects.
(v)	The complete, uncompiled source code for all UI projects (VTA archives) loaded on the VC-4 server.
(vi)	The complete, uncompiled source code for any HTML configuration pages loaded on the VC-4 server.

Customer's infrastructure must comply with Crestron's minimum server requirements:
https://www.crestron.com/en-US/Products/Control-Hardware-Software/Software/Licensing/VC-4-CORE

- Operating System: Ubuntu Server 16.04 LTS
- Network Interface: 1 Gbps
- Hard Drive: 1 TB

Limitations:

The Maintenance Services do not provide for:
- system programming, integration, or commissioning.
- support for issues resulting from services, hardware, or software other than the VC-4 Software

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