



Digital Audio & Video Integration & Development

DigaCare

D.A.V.I.D. – CUSTOMER INFORMATION



1. DIGACARE: BENEFITS

DigaCare is the new customer-friendly service and support concept from D.A.V.I.D. Enhanced services such as telephone hotline, update and upgrade services or extended support hours are the mainstay of the revised DigaCare service agreement. The different service packages – **DigaCare Mini**, **DigaCare**, and **DigaCare EPL** – vary in the scope of services offered and in price to accommodate individual customer requests.

DigaCare is designed to protect your software investment. Get the extensive services for the continuity that all broadcasting operations need!

- DigaCare covers defined services see section 2
- DigaCare provides access to D.A.V.I.D. Information Systems see section 3
- DigaCare defines version management see section 4
- DigaCare defines different levels of support see section 5
- DigaCare defines error priorities and troubleshooting procedures see section 6
- DigaCare – Rates, discounts, and contacts see section 7

2. DIGACARE: TYPES AND SERVICES

DigaCare covers the maintenance and service for software (excluding on-site customer service).

Support - Overview	DigaCare Mini	DigaCare	DigaCare EPL
eMail-Support weekdays	yes	yes	yes
Hotline weekdays	2 €/Min.	yes	yes
Guaranteed Response Time	no	yes	yes
Newsletter (quarterly)	yes	yes	yes
Access to S.I.S. SupportInformationSystem	yes	yes	yes
Remote Access	no	yes	yes
Updates included	yes	yes	yes
Upgrades – special discount	0%	25%	25%
Access to MyDigaSystem	no	yes	yes
Monthly Info Check	no	yes	yes
Customer Conference (once/year)	no	no	yes

Support is primarily provided by email and phone.

Support Hours



Support hours weekdays: Monday to Friday 9:00 a.m. to 7:00 p.m. (CET/CEST)
Core hours weekdays: Monday to Friday 9:00 a.m. to 5:00 p.m. (CET/CEST)

With the exception of German holidays and special regulations.

3. SUPPORT INFORMATION

The DigaCare concept includes comprehensive information management. You will constantly be kept up-to-date on new developments – in writing or online. The **Support Newsletter** is published regularly on a quarterly basis. All information can also be accessed online.

Access to the **S.I.S. Support Information System** provides online information, such as version database, parameter database, support forum with FAQs and user discussion forums, as well as a support request form.

D.A.V.I.D. Support offers a monthly **Information Exchange** service for their customers. This service check is conducted as a telephone conference between the customer's system administrator and a designated member of the D.A.V.I.D. support team.

As of the beginning of 2006, D.A.V.I.D. will introduce **MyDigaSystem** – a convenient and easy-to-use system for logging and tracking support calls. Access to the system is password-protected and integrated in the S.I.S. The following information is made available: call number; call summary; display of priorities; category: Bug – Feature – ChangeRequest; request processing status.

DigaCare EPL (Enterprise License): DigaCare EPL is an integral part of the enterprise license agreement. D.A.V.I.D. hosts an annual user conference in Munich for their EPL customers.

4. DEFINITIONS – VERSION MANAGEMENT

Software Updates: Change from an older to a newer release of the same DigaSystem module on the same platform. Updates include improvements and minor enhancements of the licensed software as well as modifications to the licensed software such as bug fixes. Updates are identified by the higher number after the decimal point of any module, e.g. from 5.0 to 5.1. Updates are released at irregular intervals and are made available free-of-charge.



Software UpGrades: Change on the same platform from an older to a newer release which contains major modifications to and functional enhancements of the licensed software. An upgrade is identified by the higher number before the decimal point of any module, e.g. from 5.0 to 6.0. Upgrades of all major modules are released every 2 to 4 years and are subject to a charge.

Software CrossGrades: A Crossgrade denotes a software module that has been discontinued. Its functionality is replaced by a new module of a different name. Crossgrades are treated like upgrades.

Information about new versions is released by the S.I.S. SupportInformationSystem or announced via newsletter.

5. SUPPORT LEVELS

1st Level Support

1st Level Support within the scope of the **DigaCare** agreement includes help and workarounds for troubleshooting errors and is provided for a group of individuals, generally administrators, to be named by the customer.

2nd Level Support

2nd Level Support addresses all issues not covered by 1st Level Support, in particular, priority 1 errors or changes in technology (operating system, database, format).

6. TROUBLESHOOTING

D.A.V.I.D. shall for the delivered software conduct the debugging / troubleshooting and suggest a workaround contingent upon the hereinafter described error categories.

Errors are divided into three priority classes:

Priority 1 Error

A "Priority 1 Error" means a software bug that jeopardizes the broadcast, significantly reduces system performance or leads to downtimes. The maximum response time is 2 hours during core hours following notification of the error.



Priority 2 Error

A “Priority 2 Error” means a software bug that interrupts important functions or processes (interferes with system operation) that are described in the documentation. The maximum response time is 24 hours during core hours following notification of the error. Program code fixes will generally be included in the next software update.

All Other Errors (Priority 3)

With regard to a Priority 3 Error, D.A.V.I.D. shall undertake all reasonable efforts to include the bug fix or a workaround for the error in the next software update.

Troubleshooting - Remote Access

To speed up troubleshooting, D.A.V.I.D. can use the “Netviewer” application for remote access. Requirements on the customer side: Internet connection (proxy possible) and any browser.

7. RATES

Service Rates

Calculation of service rates is based on the reference value of the total D.A.V.I.D. software installation. For long-term customers, D.A.V.I.D. determines the reference price together with the customer. If additional software modules are purchased during the term of the **DigaCare** agreement, the reference value increases proportionately – this does not apply for upgrades.

DigaCare Rates

	DigaCareMini		DigaCare		DigaCare EPL	
	Audio	AV	Audio	AV	Audio	AV
DigaCare Rate of Software Reference Price	5%	7%	10%	12%	8%	10%

DigaCare is available for audio and video projects (AV), convergence projects are treated like video projects.



Discounts on Upgrades: DigaCare and DigaCare EPL customers receive a special discount of 25% on upgrades.

Support Period and Availability Guarantee: DigaCare provides software support for a period of at least two years after the last release. For upgrades, long-term customers can still purchase the previous version until their support period ends. New customers will only be offered the new versions as of a certain point in time.

Term of Contract and Right of Termination: The DigaCare agreement is of unlimited duration. It can be terminated by both parties to the contract within a time limit of 6 months to the end of the calendar year.

Contacts: Designated contacts on both sides (customer – D.A.V.I.D.) guarantee optimum and seamless communication for support incidents. Contacts are defined in the DigaCare agreement.



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