

Standard Warranty & Service Level

Warranty. Swagit warrants that: (i) any streaming server hardware provided by Swagit not in good working order and used under normal operating conditions, will be fully replaced for a period of three (3) years; (ii) thereafter, all costs of streaming server hardware replacement due to any failure or caused by normal wear and tear, shall be at the Customer's expense; (iii) all operating and proprietary software for any streaming server shall be fully replaced or upgraded, at no cost to the Customer, for the life of the contract; and, (iv) all hardware and software for any required broadcasting equipment provided by Swagit (as identified and described as "Avior™ Broadcast System"), shall be replaced or fixed with respect to each components manufacturer's warranties.

Swagit's Service Network. Swagit's content delivery network and service level represents that: (i) it maintains full N+1 redundancy on all service critical-infrastructure in order to protect against outages. Multiple mirror facilities provide diverse geographic redundancy. Within each facility servers have multiple power supplies, network interfaces and RAID protected storage. Swagit is connected to upstream bandwidth providers by multiple gigabit uplinks, transitioning to gigabit and ten-gigabit connections to multiple "tier 1" bandwidth providers, offering route diversity and redundancy. These bandwidth providers maintain 24/7 staffs familiar with mitigating Denial of Service attacks, should the need arise, which they have sufficient capacity to absorb-and-filter; (ii) Swagit utilizes external, 3rd party monitoring services to track server availability metrics. This service tracks availability from approximately 30 international points which helps isolate regional networking issues, in addition to any centralized failures; (iii) Content is stored and viewable to the public on the Swagit's networks for a period as defined by the managed services agreement. All Content is stored and backed up offline indefinitely for the life of the Agreement. Content can also be stored locally on the Customer's network for an indefinite period of time limited only by storage capacity, with the added benefit of cached delivery to local users. Customer is consulted before they exceed any storage horizon and may extend the window for additional years; (iv) Content is stored in widely accessible formats and is available for export at any time. Exported data will include multimedia content and associated documents in their native format as well as any structured metadata in XML format. Access to exported content can be via FTP but in such an event the Customer is encouraged to provide a portable hard drive to ease the transition of storage and bandwidth intensive content; and (v) the Customer may verify compliance with these policies at any time in consultation with Swagit engineers and officers.



Archiving. Customer audio/video can be stored securely on the Swagit Content Network indefinitely. Fault tolerance and high availability is assured through replication of audio/video content to multiple, geographically redundant, Storage Area Networks (SAN). Our standard package includes unlimited storage of meetings.

Presentation. By navigating through the video library, users can view a list of meetings chronologically and once in a selected meeting you can unleash the power of the jump-to markers to search for specific points within individual audio/video clips. Meetings typically begin to post to a VOD account within 3-4 hours from the end of a meeting, depending on the customer's connectivity speed and bandwidth. Notwithstanding any technical or network issues, fully indexed meetings are available on a customer's site in less than 24 hours.

Delivery. In order to deliver on-demand content to end users in a format that is native to their computer's operating system, Swagit by default delivers content in the HTML5 and H.264 streaming video formats. These formats have proven themselves as the format of choice from such vendors as YouTube, Google Video, Facebook, ABC and NBC/Universal.

Monitoring. Swagit is monitoring all aspects of the Swagit Content Network to ensure its health and availability. This monitoring extends to cover remote Swagit EASE™ Encoders and Avior™ Broadcast systems deployed on customer premises. In the rare event of trouble, our engineers are promptly notified so that they may dispatch a swift response in accordance with our support procedures.

Statistics. Swagit collates log files from our streaming servers monthly and processes them with the industry recognized Google Analytics. Google Analytics generates reports ranging from high-level, executive overviews to in depth quality of service statistics. These reports help to highlight growth trends and identify popular content.

Support. Beyond our proactive monitoring and response, Swagit offers ongoing, 24/7 technical support for any issues our customers may encounter. While our choice of quality hardware vendors and a thorough pre-installation testing phase go a long way toward ensuring trouble free operation of our EASE™ Encoders, we do recognize that occasionally unforeseen issues arise. In the event that our engineers detect a fault, they will work to diagnose the issue. If necessary, next business day replacement of parts will be completed. Swagit offers continual software updates and feature enhancements to our services and products for the life of your managed services contract.