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:

<table>
<thead>
<tr>
<th>Business Impact</th>
<th>High Priority</th>
<th>Medium Priority</th>
<th>Low Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Significant - Important features of the Software are not working properly in high priority rooms and there are no acceptable alternative solutions</td>
<td>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</td>
<td>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.</td>
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<tr>
<td>Initial Response Time</td>
<td>30 minutes</td>
<td>1 hour</td>
<td>2 hours</td>
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<tr>
<td>Status Updates Provided</td>
<td>daily</td>
<td>bi-weekly</td>
<td>weekly</td>
</tr>
<tr>
<td>Hours of Coverage</td>
<td>Business Hours</td>
<td>Business Hours</td>
<td>Business Hours</td>
</tr>
</tbody>
</table>

**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:
Remote access to the VC-4 server, either directly or via a screen sharing application, including the logs of the underlying operating system.

Information regarding the network topology, switch configuration, port filtering, and packet captures for troubleshooting purposes.

Access to a network administrator, should it be required.

The complete, uncompiled source code for all programs in the VC-4 Program Library, including the source code to any references in those projects.

The complete, uncompiled source code for all UI projects (VTA archives) loaded on the VC-4 server.

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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