



Avid Technology, Inc. 75
Blue Sky Drive
Burlington, MA 01830 USA

Avid Advantage Care: Compass Plan

Avid Technology International B.V.
4051 Kingswood Drive
Citywest Business Campus Dublin
24, Ireland

Avid Technology KK
4F ATT Building
2-11-7 Akasaka, Minato-Ku
Tokyo 107-0052, Japan

Avid Advantage Compass Plan is a mission-critical add-on offer available to customers with a current maintenance/support plan providing the highest tier of support plan applicable to the relevant Avid product (e.g. Elite or ExpertPlus). Specific components of this add-on offer include:

a) Service Account Management

Avid Advantage Compass Plan provides access to expert service personnel to assist with resolving technical and service needs, driving issue resolution, providing technical recommendations, and ensuring coordination of technical resources across customer sites. Service Account Managers are available up to 10, 20, or 40 hours per week at select customer sites specified at the time of order. Service Account Management is more fully described at: https://edge.sitecorecloud.io/avidtech-d6a2e9a9/media/files/legal/avid-service-account-manager-offer-description.pdf?sc_lang=en

b) Field Service Engineer

Avid Advantage Compass plan provides an appropriate technical support resource at the customer's location for "hands-on" technical assistance with upgrades, technical troubleshooting, critical issues, system moves or other activities as mutually agreed to between the customer and Avid. Field Service Engineers are not available in all geographical locations and are capped to five visits per year to customer sites specified at the time of order. On-site visits must be scheduled with a minimum of 2 weeks notice in advance.

c) Premium Code Red

Avid Advantage Compass Plan includes access to Premium Code Red service, a coordinated readiness and response service designed to reduce risk and support continuity during planned high-impact technical events. Premium Code Red includes review and approval of technical plans for software upgrades, completion of pre-flight product readiness checklists, risk identification and mitigation planning, access to appropriately skilled on-call technical resources as needed during the event window, and executive-level notifications for critical developments. A Health Check Lite is performed following major upgrades and after completion of a Code Red upgrade to validate function and stability of upgrades performed.

d) Compass Plan Support PIN

Avid Advantage Compass Plan includes prioritized routing to a specialized support team with advanced product knowledge and customer environment familiarity. Support requests originating from eligible customer sites are routed directly to a designated support queue aligned to higher-complexity workflows and environments, enabling more efficient issue triage, contextual understanding, and resolution coordination. This service is provided during the customer's applicable Elite support hours.

e) Learning Credits

Avid Advantage Compass plan includes access to Avid Learning Credits. Avid Learning Credits provide a simple and flexible way to purchase Avid training and certification, as well as locking in financial savings in advance. Avid Learning Credits can be redeemed against any Avid delivered training course, certification exam or Learning subscription, providing a flexible way to use the investment in skill development throughout the year. The Avid Learning Credits Program is more fully described at: https://edge.sitecorecloud.io/avidtech-d6a2e9a9/media/files/education-pdf/avideducationcreditstermsandconditions.pdf?sc_lang=en

f) Expanded Long Term Maintenance Coverage

Avid Long Term Maintenance (“LTM”) releases are software releases that are maintained for up to three years and are intended for use by Customers who are unable to immediately deploy new software releases at the time of release by Avid. LTM releases are maintained from the Date Available until End of Development (Typically 36months after the initial release) and are updated only with bug fixes (no new features or updates to support matrices). Expanded LTM Coverage provides submission and consideration of including fixes for non-critical, non-blocking bugs for months 25 – 36 of the Avid MediaCentral LTM lifecycle. Bugs submitted for consideration are not guaranteed to be fixed.

g) Exclusions from Coverage

This Support Plan does not apply to third party products, except when explicitly stated in Avid documentation. Please contact the original manufacturer of the third-party product for information about support services, if any, offered for such third-party product.

