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Avid Advantage Support Option Description Onsite

Onsite support is a separate purchasable option that may be available with some Avid Support Plans (see plan descriptions for details). It provides an appropriate technical support resource at the customer's location for "hands-on" technical assistance with upgrades, technical troubleshooting, system moves or other activities as mutually agreed to between the customer and Avid. Onsite resources are not available in all locations and will be provided at Avid's sole discretion.

Onsite Support is not an integral part of any Avid Support Plan and must be scheduled in advance. Avid will use reasonable efforts to respond to requests for onsite support by providing resources within four business days for customers with an Elite support contract; and seven business days for ExpertPlus contracts.

Onsite Support is a chargeable service and will be billed at Avid's then-current rates (available upon request), together with travel time and expenses, at the time of provision of the service. It is charged on a daily rate that cannot be pro-rated for parts of a day (unless contractually agreed to in advance of a request). A "day" is defined as not more than nine hours of onsite presence; to include appropriate breaks for meals, etc. (local labor laws apply). Customer requested tasks that require more than a one-day period to complete, will be charged as additional days for each one to nine hour additional period.

From time to time Avid may choose to provide onsite technical assistance, at no additional cost to a customer, when attempting to diagnose a complex issue for a customer with an active support contract. Such assistance is at Avid's sole discretion and does not imply a similar response for future events will be provided. Onsite assistance provided under these circumstances will not be charged to the customer.

Onsite support service charges are non-refundable. Avid reserves the right to make changes to our onsite support policies and procedures without prior notice.