



Avid Technology, Inc.  
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## Avid Support Offer Description Dedicated Support Expert

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**Avid's Dedicated Support Expert (DSE) Offering** provides customers with a dedicated technical resource with advanced skills in a specific Avid product or solution. This resource is allocated in 10, 20 or 40 hour increments per week (Sunday through Saturday) to deliver a more dedicated, high-touch experience for customers, acting as an extension of the customer's own technical team. They solve problems, perform proactive maintenance, work closely with Avid resources to resolve issues and may work onsite at your business.

### a. Customer Requirements

- All Avid equipment must be covered under an active ExpertPlus or Elite Support Contract
- Ensuring that they are using fully supported versions of Avid products that are not considered End of Support
- DSE will be assigned to one location or site per contract. Customer will be required to identify location and site (if multiple sites located in same facility/area)
- Customer shall choose a consistent and regular day of the week for onsite service
- Exceptions will be granted for critical issues or planned off-hours service/maintenance

### b. Program Guidelines

- Avid Dedicated Support Expert provides the following services\*:
  - Develops deep understanding of customer's specific Avid environment
  - Maintains detailed documents, schematics, configurations etc. of the environment for accelerated troubleshooting
  - Proactive patch/upgrade planning including version compatibility
  - Provides best practice recommendations and guidance on new implementations and support optimization
  - Weekly case backlog reporting and prioritization
  - Direct access to Avid Engineering, Product Management and subject matter experts
  - Provides input to Product Management teams related to customer requirements
  - Available during typical work-week business hours, backed up by geo-based resources during non-business hours (Including vacation/sick time) unless otherwise arranged in advance
- Hours will be allocated against customer cases, proactive planning and system checks, onsite support and other activities related to the sustainment and operation of the customer's Avid system. Customer will be provided a monthly report on hours utilized to ensure compliance with the program they subscribe to
- Hours allocated must be used within a week timeframe and cannot be carried over to any other week
- Remote Connectivity Guidelines – Refer to our [Avid Advantage Support Plan Descriptions](#) Avid.com
- This service is limited to patches and hardware replacements and shall not be used to replace Avid Professional Services for software and hardware upgrades
- DSE Support Services shall be provided in English language only

c. Hours of Access & Response Time

Dedicated Support Expert is available via Phone during normal business hours and will be backed up by geo-based resources during non-business hours. DSE will use reasonable commercial efforts to meet a 1 hour response target for customers on an Elite Support Contract or 4 hour response for customers on an ExpertPlus Support Contract for all logged requests.

Onsite response time specifies the period of time that begins when the initial request is received and logged with Avid and ends when the technical resource arrives at the customer's site, if this time falls within the specified coverage window. Avid will use reasonable efforts to respond to requests for onsite support by providing resources within one business day.

d. Travel and Expenses Guidelines

Refer to [Travel and Expense Guidelines](#) on Avid.com

\* Depending on volume of cases or skillset required to resolve, some cases may be worked by another Avid technical resource, but under the guidance of the DSE