

Service Description:

Event Cloud Event & Studio Services

Notified (a/k/a Intrado Digital Media, LLC) or its Affiliate(s) (collectively, “Notified”) will provide the Event Cloud Event services (“Event Cloud”) and Event Cloud Studio webcasting services (“Studio”) (collectively, “Services”) as set forth in the applicable Order Form and as provided therein and in accordance with this Service Description. Capitalized terms used in this Service Description not otherwise defined herein shall have the definitions specified in the Order Form. In case of conflict between this Service Description and the Order Form, the Order Form shall control.

Notified offers the Services on a Software-as-a-Service (“SaaS”) basis. Customer may use Notified’s Event Cloud hosted platform to manage and run Customer’s in-person, hybrid and virtual events as described in the Order Form (each an “Event”).

Event Cloud Services

Event Cloud Packages. Notified offers three distinct Event Cloud packages: Expand, Evolve and Enterprise.

EXPAND

Minimum 1000 Registrants, Standard Registration, Confirmation emails, Invite emails, Unlimited Events up to total number of registrants, 2D mobile responsive branded templates, UI language translation, Session group chat, Polling, Q&A, Community directory, Time zone selection, 3rd party links, standard reports, 30 days on-demand.

EVOLVE

Minimum 1000 Registrants, everything in the Expand package plus: 3D & advanced event templates, Event Notifications, 1:1 Chat, Gamification, Session & event evals, 1:1 Meetings, Exhibitor Hall with up to 50 booths with chat and meetings, Exhibitor management and portal, Sponsored sessions and notifications, Speaker portal, advanced reports, Advanced email tool, 90 days on-demand.

ENTERPRISE

Minimum 1000 Registrants, everything in the Expand and Evolve packages plus: Expert meetings, Onsite booth selection, Speaker assistant, track & sessions owner roles, Abstract management/grading, Session management, Session types, Session waitlisting & grouping, Custom roles, Staff & meeting Scheduling, 365 days on-demand.

A full list of Event Cloud product features by package is attached as Addendum 1, and product feature definitions are attached as Addendum 2.

Registrant Overages. If Customer exceeds the contracted number of Registrants, Notified shall invoice Customer for overages at 120% of their contracted per Registrant rate

Event Cloud Premium Add-Ons. Customer may purchase the following Event Cloud Premium Add-Ons for an additional fee. Premium Add-Ons are not available with all package types as indicated in the table below.

EVENT CLOUD PREMIUM ADD-ONS	EXPAND	EVOLVE	ENTERPRISE
Additional Sponsors / Exhibitors	Not available	\$50 Each	\$50 Each
Additional Administrators	Not available	\$1,500 Each	\$1,500 Each
Extra 30 Days On-demand	\$500 / Month	\$500 / Month	\$500 / Month
Full-Service Studio Webcast	\$2,750	\$2,750	\$2,750

Event Cloud Stand-Alone Modules. Customer may purchase the following Event Cloud Stand-Alone Modules for an additional fee.

EVENT CLOUD PREMIUM ADD-ONS

EXPAND

<p>Content Management</p> <ul style="list-style-type: none"> Grading, agenda builder, track, session & speaker assistant roles, session types & tracks, waitlist, session grouping, speaker portal. CFP sold separately 	\$2,000 per module plus \$25 per Session with a minimum 100 Sessions
<p>Staffing Scheduling</p> <ul style="list-style-type: none"> Staffing manager role, staffing calendar, automatic conflict notification, personal calendar integration, staff utilization monitoring 	\$2,000 per module plus \$50 per staffer with a minimum of 50 staffers
<p>Expert Meetings</p> <ul style="list-style-type: none"> Expert meeting admin, set locations & capacity, automatic conflict notification, personal calendar integration 	\$2,000 per module plus \$50 per expert with a minimum of 50 experts
<p>Sponsor/Exhibitor Management</p> <ul style="list-style-type: none"> Exhibitor dashboard, exhibitor resources including upload logo & company description, build virtual booth, select onsite booth location & more 	\$2,000 per module plus \$50 per exhibitor with a minimum of 50 exhibitors

Event Content. On-demand, simu-live or live-streaming Sessions are provided via Notified’s Studio platform for an additional charge, or via links to third-party providers. Studio webcasts may be up to 90 minutes in duration. Notified does not provide accounts to third-party providers. Customer is responsible for obtaining an account directly with the third-party provider. Customer is responsible for all Session content. Customer may purchase assistance with bulk video uploads to the Event site for on-demand access only for an additional charge. Such on-demand videos are not Studio Sessions and do not include any webcast features such as slides synced to audio.

Studio Services

A simple and cost-effective solution to deliver exceptional webcasts to global audiences. Notified offers a single package for all webcasting solutions.

STUDIO

Studio is available for use as a standalone webcast, or as a session with an Event Cloud Event.

Live, Simulated-Live, or On-Demand Webcast with a multiple source display. Up to 90 mins in length, with unlimited on-demand viewing for up to 12 month duration based on the package purchased. Everything you need for broadcast quality webcasts including multi-source mixing, VCU, onsite encoding, picture-in-picture, social streaming, lower thirds graphics, QoE dashboard, fully customizable branding, and much more.

FULL SERVICE

Full-Service events include project management; configuration; live event engineering, basic editing, testing.

SELF-SERVICE SUBSCRIPTION

Includes 1 admin, per named user per concurrent webcast. Includes 15 hours of training & onboarding, overages to be quoted.

A full list of Studio features is available in Addendum 3. Studio add-ons are listed in Addendum 4.

Studio Fees and Overages: If Customer exceeds the contracted number of viewers or Webcasts, or would like to extend hosting past the included 12 months, Notified shall invoice Customer for overages as follows:

SERVICE	FEE
Full-Service Webcast Additional Viewers	\$210 per block of 100
Additional Duration over 90 minutes	\$1,000 per 60 minutes
Additional Hosting beyond initial 12 months	\$1,320 per 12-month extension

Self-Service Packages include 1 named-user admin per concurrent webcast. Includes 15 hours of training & onboarding. Self-Service customers may opt to add Managed Services or Live Day Engineering to a webcast.

SERVICE ADD-ON FOR SELF-SERVICE WEBCAST	FEE
Full Service (see chart below for list of services)	\$750
Live Day Engineering (see chart below for list of services)	\$420

Self-Service Customers may add additional Admins to their package for \$2,500. This includes training, onboarding and support as indicated in their package.

Studio Self-Service Viewer and Webcast Overages. If Customer exceeds the contracted number of Viewers or Webcasts, Notified shall invoice Customer for overages as follows:

VIEWER TIER	PER ADDITIONAL VIEWER OVERAGE	PER ADDITIONAL WEBCAST OVERAGE
500	\$4.00	\$2,000
1000	\$3.00	\$3,000
3000	\$1.60	\$4,800
5000	\$1.32	\$6,600

Studio Service Functions

FUNCTION	MANAGED SERVICE	LIVE DAY ENGINEERING ONLY	SELF-SERVICE
Webcast console template creation	Notified	Client	Client
Registration campaign (registration page, email confirmation)	Notified	Client	Client
Session information upload (title, description, etc.)	Notified	Client	Client
Reminder email creation/scheduling	Notified	Client	Client
Session content upload (ppt, handouts, polling, etc.)	Notified	Client	Client
Initial webcast console template creation (2 layout templates)	Notified	Notified	Notified
Speaker Training (Notified performs 1 train-the-trainer session for Hybrid & Self-Service)	Notified	Client	Client
15-minute check in and optional 1 hour dress rehearsal	Notified	Notified	Client
Live day engineering (90 mins live webcast + 30 mins pre-call)	Notified	Notified	Client
Media Editing (Archive Preparation, Trim Webcast)	Notified	Client	Client

Self-Service Support Packages for Event Cloud & Studio Products

FUNCTION	SILVER	GOLD	PLATINUM
Customer Support	7am to 7pm (in customer's time zone)/Monday – Friday Excluding Holidays	7am to 7pm (in customer's time zone)/Saturday – Sunday Excluding Holidays	24/7
Targeted Response Times	Within 24 business hours	Within 8 business hours	Within 4 business hours
Number of Event Admins who may initiate support requests	Aligns with package, see Order Form	Aligns with package, see Order Form	Aligns with package, see Order Form
Pre-live Day Event/ Environment Spot Check Upon Request	Not included	Not included	Included
Support Channels	<ul style="list-style-type: none"> 24x7 Solution Center & Training Center – Knowledgebase Portal (Tutorials, Videos, Guides, FAQ's, etc.) Webform Support only 	<ul style="list-style-type: none"> 24x7 Solution Center & Training Center – Knowledgebase Portal (Tutorials, Videos, Guides, FAQ's, etc.) Webform Support Email Support 	<ul style="list-style-type: none"> 24x7 Solution Center & Training Center – Knowledgebase Portal (Tutorials, Videos, Guides, FAQ's, etc.) Webform Support Email Support Phone Support

Event Cloud and/or Studio Authorized Named Support Contacts must be certified to receive support.

Optional Production Services and On-Site Support for Event Cloud and Studio Services

Audio/Video Production Services. When ordered by Customer, Audio/Video Production Services are on-site audio or video recording of content for an Event (“**Production Services**”). For Production Services, Notified will furnish the equipment, materials, supplies, video recording services, and the number of post-production hours associated with the package Customer purchased in order to produce video content to be broadcast within an Event, as set forth in the Agreement or subsequently executed work order (the “Video”). Production services will be provided during a pre-scheduled video recording session (a “**Production Session**”). Customer shall secure releases for any location where the Production Session is performed. Customer acknowledges that in some jurisdictions, collective bargaining agreements may govern the use of on-site video production labor and labor rates. Customer will be responsible for any increase in fees incurred by Notified due to labor or collective bargaining agreements, provided such information is provided to Customer prior to performance of the applicable Production Session.

Additional Production Services may also include on-site Event-related support, production, or equipment provision, as set forth in the Order Form (“On-Site Support”). In the event Customer orders On-Site Support, Notified agrees to comply with Customer’s reasonable security policies and procedures (as provided in advance by Customer).

Following the Production Session, Notified will deliver to Customer an edited version of the Video. Customer will have 3 business days to accept or reject such Video. Customer’s sole basis for rejection of the Video will be the failure of the Video to meet the specifications set forth in the Order Form or Event timeline, in Customer’s reasonable determination. Should Customer reject the Video, Customer will clearly indicate the grounds for rejection in writing and Notified will have 10 business days to bring the Video into conformance with the aforementioned specifications.

Subject to Customer’s compliance with the terms of the Agreement, including payment in full for the Services provided hereunder, the Video will be considered a work made for hire and Customer alone will own all right, title and interest in and to the Video. If, for any reason, the Video would not be considered a work made for hire under applicable law, then Notified does hereby sell, assign, and transfer to Customer, its successors and assigns all right, title and interest in and to the Video, including registrations, and/or applications relating thereto, as well as any renewals and extensions thereof.

Creative & Technical Services. When ordered by Customer, Notified provides creative development or custom graphics and design for Events or technical consultation hours for SSO, eCDN, integrations, and streaming for Events. Creative and Technical Service overages will be billed at \$235/hour. Any creative or technical services that constitute developments, enhancements, improvements, alterations and/or derivative works of the Services (collectively, “Developments”) are and will remain the sole and exclusive property of Notified, and Notified will retain all right, title and interest in and to any and all such Developments.

On-site Support Traveling Manager. When ordered by Customer, the On-Site Support Traveling Manager serves as an on-site liaison between Customer, the Notified team (both on-site and remote), and third parties to improve coordination between those parties as well as oversee environment configuration for a seamless experience for end users.

On-site Technical Support Personnel. When ordered by Customer, personnel provide on-site technical support for the Customer and attendees, and troubleshoot issues related to login and the mobile app.

Rescheduling Managed Events or Audio/Video Production Services. Should Customer request to reschedule an Event or Production Service, the following rescheduling fees apply:

FULL SERVICE

Notice Date	Rescheduling Fee ^[1]
181 Days or more before the Event Date	No Fee
180–91 Days before the Event Date	\$2,500
90 days or less before the Event Date	50% of all product and Service fees

[1] Plus, any additional hours or overages for managed services due to the date changes, third-party cancellation fees, change fees or other actual expenses associated with changes.

STUDIO ONLY

Notice Date	Rescheduling Fee ^[2]
14 days or more before the Event Date	No fee
13–7 days before the Event Date	25% of the complete event fee
6 days–49 hours before the Event Date	50% of complete event fee
48–25 hours before the Event Date	75% of fee within 48 hours
24 hours or less before the Event Date	100% of fee within 24 hours

[2] Plus, any additional hours or overages for managed services due to the date changes, third-party cancellation fees, change fees or other actual expenses associated with changes.

AUDIO/VIDEO PRODUCTION SERVICE

Notice Date	Rescheduling Fee ^[3]
14 days or more before the Event Date	25% of the total fee for the Production Service
13 days–49 hours before the Event Date	50% of the total fee for the Production Service
48–25 hours before the Event Date	75% of the total fee for the Production Service
24 hours or less before the Event Date	100% of the total fee for the Production Service

[3] Plus third-party cancellation fees, change fees or other actual expenses associated with changes and any additional hours or overages for managed services due to the date changes.

Cancelling an Event or Audio/Video Production Services. Should Customer request to cancel an Event or Production Service, 100% of the complete Event fee and Production Service fees will be due.

Third-Party Payment Processors. If Customer allows Registrants to pay for the Event using a third-party payment processor (“Third-Party Payment Processor”), Customer is solely responsible for obtaining an account directly with that Third-Party Payment Processor. Notified does not provide accounts for Third-Party Payment Processors. Not all Third-Party Payment Processors are supported by the Event Cloud platform. Customer is responsible for checking with Notified to determine which Third-Party Payment Processors, if any, are supported. Customer is solely responsible for charging, collecting, and receiving payments from Registrants for the Event. Customer assumes all responsibility and liability associated with using a Third-Party Payment Processor.

Managed Services for Event Cloud & Studio

Scheduling & Customer Obligations. Following the execution of the Order Form, the parties will create an Event timeline, including as applicable, Production Session dates, length, required parties, and applicable content submission, editing, acceptance, or other deadlines. Customer will adhere to the Event timeline created by the parties, including any acceptance or approval deadlines. Customer acknowledges and agrees that Notified's delivery of the Event is dependent on Customer's meeting such deadlines. Notified is not liable or responsible for any delays, failure to meet timeline dates, or failure to complete the Event where Customer has not met a required deadline or any deadline upon which Notified's obligations are dependent. Customer will provide the subject matter, including actors, speakers, subjects, script, clips, images, music, and the like, as applicable during the Event or thereafter, as necessary. Customer represents and warrants that Customer has obtained all necessary rights, releases, or clearances to broadcast (i) the script, interviews, graphics, clips, images, music, musical compositions, sound bites, or other content, or (ii) any performance by any actor or speaker, provided to Notified for inclusion in the Event.

Customer is responsible for the collection of all content required. Customer shall submit content in accordance with the content collection deadlines set forth in the project plan to be provided to Customer as part of the project management process (each a "Content Submission Deadline"). Notified reserves the right to reject content submitted subsequent to the applicable Content Submission Deadline in order to promote the integrity and success of the Event. Notified may allow content to be submitted subsequent to any Content Submission Deadline and charge Customer a Rush Fee ("Rush Fee"). The Rush Fee shall be equal to \$200 USD per occurrence. The Rush Fee shall be invoiced to Customer in addition to any other fees owed.

Sample Timeline for Event Cloud Managed Events. The following delivery timeline is a sample provided for illustrative purposes only. Customer and Notified will mutually agree upon a delivery timeline following execution of the Order Form and the parties' initial kick-off call.

Event Cloud Managed Events Delivery Timeline ^[4]

Managed Events, without Call for Papers (CFP) typically follow a 10–12 week timeline which includes the following stages:

Design

- **Kick-Off** | Assess current needs / goals, review timeline and access
- **T- 10 Weeks** | Strategy, milestone planning, registration/login user flow determined and KPIs set
- **T- 09 Weeks** | Design overview, session kick-off and registration assets / testing are due

Develop

- **T- 08 Weeks** | Environment template, initial build begins, session management, sponsor management build
- **T- 07 Weeks** | User acceptance testing, sponsors, session Q&A, content collection
- **T- 06 Weeks** | Continue content collection, user journey build-out, mobile build-out and testing
- **T- 05 Weeks** | Draft agenda due, session attendee engagement planned
- **T- 04 Weeks** | Session recordings scheduled, agendas finalized, sponsor booth buildout completed
- **T- 03 Weeks** | Live Day Run-of-Show (RoS) and staffing finalized

Deploy

- **T- 02 Weeks** | All final content reviewed (e.g., resources, sessions, sponsor booths and session management)
- **T- 01 Week** | Final edits and environment testing complete
- **Go-Live!**

Measure

- **T+ 01 Week** | Post-event debrief, review metrics / analytics, on-demand edits, and feedback

Event Cloud Managed Events Delivery Timeline (with CFP) ^[4]

For managed Events with a submission form (call for papers, speakers, etc) Notified follows a staggered timeline approach that starts a minimum of four (4) weeks prior to the Customer's submission form (CFP) go-live date.

See below for separate CFP timeline:

CFP Timeline

- **Kick-Off** | Review CFP timeline, process, and next steps

Submission Form (CFP Go-Live)

- **T- 04 Weeks** | Finalize requirements for form & content management, including grading
- **T- 03 Weeks** | Build submission form, set up grading & speaker dashboards
- **T- 02 Weeks** | Review with client, provide edits (limited to two rounds, additional edits subject to overages)
- **T- 01 Weeks** | Complete edits, submission form go-live

Post-Submission Form Go-Live

- **Invite** | Invite graders into review for grading of submissions
- **Remind** | Final call comms & reminders to draft submissions, submission form closes
- **Choose** | Select speakers, send accept / decline notifications & invite approved speakers to speaker portal

Full-Service Studio ^[4]

For managed Studio webcasts, Notified will review the following timeline of activities in a kickoff call. The timeline can vary based on the scope of the event.

- **Kick-Off** | Review goals and KPIs, strategy, timeline, process and next steps
- **Complete Intake Form** | Includes required details needed to schedule and create the webcast (title, date, speaker info, registration fields)
- **Provide Assets back to Notified** | Completed Intake Form and Branding Assets, Configuration and Page Building begins
- **Design & Configuration** | Finalize page and console design, draft reminder emails
- **Tech Checks, Recordings, Testing & Review** | Review controls and platform features to ensure presenters are fully prepared
- **Live Day** | Deliver scheduled webcast and live day attendee communication
- **On-Demand & Debrief** | Make necessary post-webcast edits, review metrics and plan

[4] Note the above timeline is illustrative and subject to adjustment based on size, scope and timing of the Event. The sample delivery timelines are not actual timelines and are provided for illustrative purposes only. Customer and Notified will mutually agree upon a delivery timeline following execution of the Order Form and the parties' initial kick-off call.

Event Cloud Onboarding Process

Enterprise

- Average Timeline for Training: 4 weeks from receipt of training materials.
- Average Timeline to Event Production: 8 weeks; includes building the event and creating/promoting registration.*

Self-Learning

- **Training Center Videos** (5 hours)
On Demand videos to learn how to build an event.
- **Enterprise Practice**
Practice assignments and sandbox environment to create an event based on video learnings.
- **Knowledge Checks** (0.5 hours)
Certification exam to ensure you are prepared to configure and execute an event.

While this is all you need to setup and run your own events, our training program delivers you even more value by offering additional time with our team of experts. Additional sessions include:

Optional Live Training Sessions

- **Training Check-Ins** (6 hours)
Kickoff call, 3 live & private trainings focused on Event Cloud setup, 1 training call geared toward Studio, and a Training Wrap-Up call. Meetings include live hands-on training and time for questions.
- **Office Hours**
Weekly sessions in the Event Cloud Concierge to answer product questions, available for up to 6 months following Training Kick-Off.

Ongoing Support

- **Onboarding Concierge**
On-demand training content available post-training.
- **Solution Center**
A library of articles on a variety of product topics with step-by-step instructions, includes a ticketing system for personalized product support.

Evolve

- Average Timeline For Training: 3 weeks from receipt of training materials.
- Average Timeline to Event Production: 6 weeks; includes building the event and creating/promoting registration.*

Self-Learning

- **Training Center Videos** (4 hours)
On Demand videos to learn how to build an event.
- **Evolve Practice**
Practice assignments and sandbox environment to create an event based on video learnings.
- **Knowledge Checks** (0.5 hours)
Certification exam to ensure you are prepared to configure and execute an event.

While this is all you need to setup and run your own events, our training program delivers you even more value by offering additional time with our team of experts. Additional sessions include:

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Optional Live Training Sessions

- **Training Check-Ins** (5 hours)
Kickoff call, 2 live & private trainings focused on Event Cloud setup, 1 training call geared toward Studio, and a Training Wrap-Up call. Meetings include live hands-on training and time for questions.
- **Office Hours**
Weekly sessions in the Event Cloud Concierge to answer product questions, available for up to 6 months following Training Kick-Off.

Ongoing Support

- **Onboarding Concierge**
On-demand training content available post-training
- **Solution Center**
A library of articles on a variety of product topics with step-by-step instructions, includes a ticketing system for personalized product support

Expand

- Average Timeline For Training: 1 week from receipt of training materials
- Average Timeline to Event Production: 4 weeks; includes building the event and creating/promoting registration.*

Self-Learning

- **Training Center Videos** (2 hours)
On Demand videos to learn how to build an event.
- **Expand Practice**
Practice assignments based on video learnings.
- **Knowledge Checks** (0.5 hours)
Certification exam to ensure you are prepared to configure and execute an event.

**Estimates are based on events using Studio Embed and do not require custom/integration work from Professional Services*

Ongoing Support

- **Onboarding Concierge**
On-demand training content available post-training
- **Office Hours**
Regular sessions in the Event Cloud Concierge to answer ongoing product questions, available for up to 6 months following Training Kick-Off
- **Solution Center**
A library of articles on a variety of product topics with step-by-step instructions, includes a ticketing system for personalized product support

Studio Self-Service Onboarding Process

- Average Timeline for Training: 4–5 weeks from receipt of training materials.
- Average Timeline to Event Production: 4 weeks; includes building the webcast and creating/promoting registration. *Trainings are limited to 15 training admins per training group. Training must be completed within 6 months of receipt of training materials.*

Studio and Lobby Experience Onboarding

- Average Timeline For Training: 1–2 weeks from receipt of training materials.
- Average Timeline to Event Production: 4 weeks; includes building the webcast and creating/promoting registration. *Trainings are limited to 15 training admins per training group. Training must be completed within 6 months of receipt of training materials.*

Self-Learning

- **Training Center Videos** (6 hours)
On-Demand videos to learn how to create a webcast and navigate the Presenter Console.
- **Studio Practice** (10 hours)
Practice assignments and environment to create webcasts based on video learnings.
- **Knowledge Checks*** (0.5 hours)
Test your knowledge to ensure you are prepared to configure and execute a webcast.
While this is all that you need to setup and run your own events, our training program delivers you even more value by offering additional time with our team of experts.

Additional sessions include:

Optional Live Training Sessions

- **Template Review** (1 hour)
Meeting to walk through template creation.
- **Configuration Q&A** (1 hour)
Meeting to ask questions about the webcast configuration & build process.
- **Console Q&A** (1 hour)
Meeting to ask questions about the webcast console and any producing, testing, or post-event tasks.

Shadow Program

- **Shadow Dry Run** (1 hour)
Run a test webcast or dry run with a Notified Producer.
- **Shadow Live Event** (up to 1.5 hours)
Run a live webcast you created with a Notified Producer in the background

Lobby Experience Certification

Self-Learning

- **Training Center Videos** (1.5 hours)
On-Demand videos to learn how to setup a Studio Lobby.
- **Lobby Practice** (4.5 hours)
Practice environment to create a Studio Lobby based on video learnings.

Knowledge Check & Training Session

- **Knowledge Check*** (0.5 hour)
A short multiple-choice quiz designed to ensure you are ready to move on to the next training step.
While this is all that you need to setup and run your own events, our training program delivers you even more value by offering additional time with our team of experts.
- **Lobby Q&A Session** (1 hour)
Meetings to ask questions about the Studio Webcast and Lobby Experience products and specific use cases.

**Required for certification*

Terms & Conditions

Term and Termination. The Order Form may be terminated for cause in accordance with the Agreement, but shall otherwise remain in effect for the Order Form Term notwithstanding any termination of the Agreement. Upon any termination of the Order Form other than by Customer for cause, Customer shall pay for: (i) all Services provided to Customer prior to termination; and (ii) early termination costs equaling one hundred percent (100%) of the Services and Fees provided for in the Order Form.

Invoicing. Payment terms shall be as set forth in the Agreement. The applicable currency will be stated in the Order Form. Unless specified otherwise in the Order Form, Notified shall bill for the Services in advance. In the event that the Services provided under the Order Form remain active beyond the end of the Order Form Term and Customer uses the Services after such time, Customer shall pay Notified the monthly subscription costs set forth herein and in the Order Form for any month (or portion thereof) during which Customer uses the Services beyond the Order Form Term. In addition to the rates for the Services listed in the Order Form, Customer shall pay all applicable fees, duties, tolls, administrative assessments, surcharges, or taxes now or hereafter attributable to the Services and included on Customer's invoice. Notified will assess any applicable fees, duties, tolls, administrative assessments, surcharges, or taxes, based on the geographic location of the billing address of the billing contact in the Notified billing system. Should Notified not have an address for the billing contact, then fees, duties, tolls, administrative assessments, surcharges, or taxes will be applied based on the geographic location provided at the account level in the Notified billing system. In the event Customer is required by law to make any deductions or to withhold from Customer's payment to Notified, Customer shall pay Notified such additional amounts so that the net amount Notified receives from Customer is equal to the full amount due under the invoice.

Pricing. For recurring Services, Notified may, effective on the first day of January each year during the Term, adjust, or change the basis for calculating, any Service Fees on not less than ninety (90) days' prior notice to Customer. Customer may cancel the relevant Service if Notified increases its Service Fees for such Service by more than eight percent (8%) in any year. If Customer exercises this right to cancel, Customer must notify Notified within thirty (30) days of the date of Notified's increase notice. The relevant Service will be cancelled from the date on which the Service Fees would have increased.

Security. Customer is responsible for the security of the Services and for understanding the legal requirements of its use of the Services. Notified recommends use of all available security features. Customer shall indemnify Notified for any damages which result from a Customer failure to enact available security features within the Service.

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Right to Use. Subject to Customer's compliance with this Agreement, Notified hereby grants to Customer for the duration of the Service Term: (i) the non-exclusive, non-transferable, revocable right to access and use the Service to sponsor and participate in the Event; and (ii) the right to provide access and use to Registrants (as defined below) to participate in an Event. All rights not expressly granted by Notified to Customer herein are reserved to Notified. Neither Customer nor Registrants shall have the right to license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the rights granted herein or the Notified Proprietary Rights other than in connection with an Event as expressly contemplated hereby. As between Notified and Customer, Customer is responsible for submission of Event-related content (e.g. content for Event "booths") in association with Events (including those which are considered a managed service and produced by Notified).

Event Data; Personal Information. Notified and Customer shall comply with any applicable data protection legislation existing in all jurisdictions in which this Agreement is performed (together, the "Data Protection Laws"). The provision of the Services may involve the collection, processing, storage or recording of certain "Personal Data" or "Personal Information" (as defined by the applicable Data Protection Laws) of Data Subjects (defined below). According to the Data Protection Laws, when applicable, Notified acts as a "Data Processor" in relation to the Personal Data of Customer it processes on Customer's behalf and Customer remains the "Data Controller" with respect to such Personal Data. The "Data Subjects" are the users of the Services. Personal Data is collected, processed and/or stored by Notified, its affiliates and their third-party suppliers in the United States of America, the United Kingdom, the European Union and the rest of the world. Customer represents and warrants it has a valid lawful basis in order for Notified to process the Data Subject's Personal Data in connection with the Services in accordance with applicable Data Protection Laws. Notified processes Personal Data in accordance with its privacy statement located at <https://www.intrado.com/legal-privacy/> acting as a Data Processor under Customer's control.

Protected Healthcare Information Services are not intended for use with protected health information ("PHI") and Customer agrees Customer and its users will not upload or otherwise introduce PHI into the Services.

Indemnity. In addition to the indemnification in the Agreement, Customer shall defend, indemnify and hold harmless Notified, its affiliates and their respective officers, directors, third party providers, employees or agents from any and all liabilities, damages, costs and expenses (including reasonable attorneys' fees and expenses) for any third-party claim relating to, or arising out of: (a) the Customer Content or any Event hosted by Notified; (b) any third party or unauthorized user accessing any part of the Services or Customer's failure to use existing security features of the Services; (c) Customer's violation of Notified's, any of its affiliates', or any third party's intellectual property rights.

Limitation of Liability. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT: (A) IF EITHER PARTY OR ANY OF ITS AFFILIATES OR ANY OF THEIR RESPECTIVE THIRD PARTY PROVIDERS IS FOR ANY REASON HELD LIABLE CONNECTION WITH THE SERVICES OR THE ORDER FORM, INCLUDING IN CONTRACT, FOR INDEMNIFICATION OR IN TORT, LIABILITY IS LIMITED TO THREE TIMES THE ACTUAL FEES PAID BY CUSTOMER FOR THE AFFECTED EVENT AND SUCH LIABILITY SHALL BE PER INCIDENT; AND (B) IF CUSTOMER IS FOR ANY REASON HELD LIABLE TO NOTIFIED OR ANY OF ITS AFFILIATES OR ANY OF THEIR RESPECTIVE THIRD PARTY PROVIDERS IN CONNECTION WITH THE SERVICES OR THIS ORDER FORM, INCLUDING IN CONTRACT, FOR INDEMNIFICATION OR IN TORT, CUSTOMER SHALL BE FULLY RESPONSIBLE, WITHOUT LIMITATION, FOR ALL DIRECT DAMAGES TO SUCH INDIVIDUAL OR ENTITY.

APPLICABLE TO CANADIAN CUSTOMERS ONLY: The parties agree that this Service Description is to be written in English only. Les Parties aux présentes confirment leur volonté que cette Convention soit rédigée en langue anglaise seulement.

Addendum 1:

Event Cloud Product Features by Package

FUNCTION	EXPAND (PER ORDER FORM)	EVOLVE (PER ORDER FORM)	ENTERPRISE (PER ORDER FORM)
Plan Details <ul style="list-style-type: none"> Event admins Collaborator roles On Demand period Sponsors – quantity is per Order Form subscription, not Event Training (Self-Service only) Training is for named Event Admins only. Access to LMS expires after 6 months Support package (Self-Service only) 	Per registrant cost. 1k minimum registrants Up to 3 None Up to 30 Days 0 Access to LMS with multi-client Office Hours and Certification SILVER <ul style="list-style-type: none"> Mon-Fri Excluding Holidays 7am-7pm (customer’s time zone) 24 Hour SLA Response Time Webform Support 	Per registrant cost. 1k minimum registrants Up to 5 Speaker & Sponsor Up to 90 Days Up to 50 Access to LMS with 2 Q&A sessions, weekly multi-client Office Hours and Certification SILVER <ul style="list-style-type: none"> Mon-Fri Excluding Holidays 7am-7pm (customer’s time zone) 24 Hour SLA Response Time Webform Support 	Per registrant cost. 1k minimum registrants Up to 15 All roles 365 days Up to 250 Access to LMS with 3 Q&A sessions, weekly multi-client Office Hours and Certification GOLD <ul style="list-style-type: none"> Sun-Sat Excluding Holidays 7am-7pm (customer’s time zone) 8 Hour SLA Response Time Webform & Email Support
REGISTRATION			
Registration form with custom fields, payment, confirmation emails, invite emails	✓	✓	✓
DIGITAL VENUE			
Unlimited events (up to total number of Registrants per Order Form term)	✓	✓	✓
Mobile responsive branded event templates	✓	✓	✓
Language translation, time zone selection (Applies machine translated text to the Event interface)	✓	✓	✓
Advanced template branding		✓	✓
Automated English closed captions on uploaded videos (applies only to videos uploaded to the built-in Event Cloud player. Does not include live captioning.		✓	✓
Custom designed experience (additional service fees apply)			✓

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FUNCTION	EXPAND (PER ORDER FORM)	EVOLVE (PER ORDER FORM)	ENTERPRISE (PER ORDER FORM)
ATTENDEE ENGAGEMENT			
Session group chat, polling, Q&A	✓	✓	✓
Community directory (for all users who have opted-in to be visible)	✓	✓	✓
Event notifications		✓	✓
1:1 Chat		✓	✓
Gamification with badges and leaderboard		✓	✓
Session and event evaluations		✓	✓
Social wall (additional fees apply)		✓	✓
Photo booth (additional fees apply)		✓	✓
MEETINGS			
1:1 Meetings (Users can request/accept/decline meetings with others who opted-in to receive requests)		✓	✓
Exhibitor meetings		✓	✓
Expert meetings			✓
Brainstorm Session (additional fees apply)			✓
Moderated executive meetings (additional fees apply)			✓
SPONSOR & EXHIBITOR			
Virtual exhibit hall		✓	✓
Virtual exhibit booths with chat		50	250
Exhibitor portal		✓	✓
Sponsored Sessions & display ads		✓	✓
Sponsored notifications		✓	✓
Exhibitor meetings		✓	✓
Onsite booth selection			✓

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FUNCTION	EXPAND (PER ORDER FORM)	EVOLVE (PER ORDER FORM)	ENTERPRISE (PER ORDER FORM)
CONTENT			
On-demand, simu-live, or live streaming sessions via 3rd party links	✓	✓	✓
Studio Webcast (additional fees apply)	✓	✓	✓
Speaker portal		✓	✓
Speaker assistant, track & sessions owner roles			✓
Abstract management / grading			✓
Session types & tracks		✓	✓
Session waitlisting (Allows Customer to set maximum capacity for Sessions with optional waitlist)			✓
Session grouping			✓
Submission forms – CFP (additional fees apply)		✓	✓
Poster gallery (additional fees apply)			✓
ON SITE TOOLS			
Mobile App		✓	✓
EVENT ADMIN			
Standard reports	✓	✓	✓
Advanced reporting		✓	✓
Advanced email tool		✓	✓
Standard Integrations (additional fees apply)		✓	✓
Custom roles			✓
Staff scheduling			✓
Meetings scheduling tool			✓
Custom Integrations (additional fees apply)			✓
Conditional logic & custom workflows (additional fees apply)			✓

Premium Add-ons, Service Add-ons, managed services per Event, and standalone modules may be available, depending on Customer's package level, for an additional cost.

Addendum 2:

Event Cloud Event Definitions

TERM	DEFINITION
Advanced Template Branding	In addition to editing text and images available in standard branding, customers may customize fonts and color palate within the Event Editor. Advanced customization is not available with all package types.
API	API stands for Application Program Interface. API access enables Customers to access data from the Event Cloud platform through their own controlled sites and systems. Not available with all package types. Additional fees apply.
Brainstorm Session	Notified creates a form within the Event that allows Registrants to suggest a session with title, along with description, assign timeslot (pre-determined by Customer), and assign appropriate filters. Sessions are created in a pending or published state. If defaults to pending, Customer will review, approve, assign timeslot, and add location. Notified's workflow will email confirmation to submitters and add the Session to submitter's personal schedule upon approval if applicable. Each Session has a limited capacity and could have a waitlist option. Each Brainstorm Session counts as an Event Session. Not available with all package types. Additional fees apply.
Community Directory	Community directory of all users who have opted-in to be visible. Search by name, title, and other details, filter by custom profile fields, mark 'favorites', connect and chat, and click into individual profiles for more information.
Content Management Module	Includes grading, agenda builder, track, session and speaker assistant roles, session types & tracks, waitlist, session grouping, and speaker portal. CFP may be added for an additional cost. Not available with all package types. Additional fees apply.
Custom Reports	Creation of a custom report outside of Notified's standard list of included reports. Not available with all package types. Additional fees apply.
Event Consulting	Customer may purchase buckets of hours for Event consulting. Not available with all package types. Additional fees apply.
Event Notifications	Notifications are in-app communications displayed via a pop-up within the virtual venue. Notifications can be scheduled to share important announcements and reminders. Add in-event or external links to clickable notifications to drive audiences to a specific location and highlight individual speakers, Sessions, or sponsors.
Events	In-person, hybrid or virtual events as described in the Order Form.
Event Admins	Customer's named Event Admins can login to the Event site on the Event Cloud platform, create Sessions, and submit support requests to Notified's support team. Customer designates the Event Admins. Additional Event Admin subscriptions may be purchased at the Evolve and Enterprise levels for an additional fee.

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TERM	DEFINITION
Exhibitor/Sponsor	The Evolve package includes up to 50 Exhibitor/Sponsors, including virtual booths, if applicable, over the course of Customer’s subscription, not per Event. The Enterprise package includes up to 250 Exhibitor/Sponsors, including virtual booths, if applicable, over the course of Customer’s subscription, not per Event. Customers at the Evolve level may purchase up to an additional 50 Exhibitor/Sponsors and virtual booths to be used over the course of Customer’s subscription before being required to upgrade to the Enterprise level. Enterprise Customers may also purchase additional Exhibitor/Sponsors with virtual booths to be used over the course of Customer’s subscription. Virtual booths allow exhibitors to share a main video, downloadable resources, contact details and engage with visiting users in real time via the booth group chat.
Expert Meetings Module	Includes expert meeting admin, set locations & capacity, automatic conflict notification and personal calendar integration. Not available with all package types. Additional fees apply.
Gamification	Gamification is a framework that allows Registrants to earn points for various actions on an Event site hosted on Notified’s Event Cloud platform, such as visiting a sponsor lobby. Registrants compete with other Registrants to “win” a spot on the leaderboard. Registrants also earn badges based on their actions. Customers can customize which activities on their Event site corresponds with points and badges.
Gamification Badge	An award earned by a Registrant during gamification. A badge is earned based on the registrant completing a specified set of activities.
Live Event Support Day for up to 5 Hours and up to 2000 Registrants	Also known as Front Line Support. Notified sourced resources to staff attendee chat during live or set hours. Sold in 5-hour buckets of support for up to 2000 registrants. Not available with all package types. Additional fees apply.
Meetings	Meetings may include one-on-one meetings, Exhibitor meetings, Expert meetings, brainstorming sessions and/or moderated executive meetings. The types of meetings available varies based on the Event Cloud package purchased by the Customer. Customer is responsible for identifying and configuring topic areas, staff and creating unique schedules per expert for expert meetings.
Mission Control Room Support Day for 5 Hours	Also known as a War Room. Remote liaison between Customer, Notified team, and third parties to improve coordination between those parties as well as oversee environment configuration for a seamless experience for end users. Limited to 5 hours of support. Available only with managed Events. Not available with all package types. Additional fees apply.

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TERM

DEFINITION

<p>On-Demand Period</p>	<p>The period of time Customer’s Event is available for on-demand access on the Event Cloud platform. The On-Demand Period commences upon the date any Registrant can access the Event site and interact with the content. Customer may purchase additional On-Demand access in 30-day increments for an additional fee. For the sake of clarity, the On-Demand Period could potentially survive expiration of the Event Cloud subscription as described in the following scenario. If Customer purchases a 12-month subscription with a 365-day On-Demand Period and Registrants are able to first access the Event site in month 6 of the subscription term, the On-Demand Period would extend approximately 6 months beyond the expiration date of the subscription. For further clarity, the On-Demand Period applies only to Registrant access to on-demand materials, it does not apply to Customer’s backend access to the Event site.</p>
<p>Photo Booth</p>	<p>Branded embedded photobooth in Event Cloud platform for up to 1000 snapshots. The Photo Booth is available for use for up to a maximum of seven (7) days. Overage charges will apply beyond 7 days. A photo gallery of the snapshots is included for up to 30 days but is not embedded into the Event Cloud platform site, rather it includes a link to a third-party site. Not available with all package types. Additional fees apply.</p>
<p>Poster Gallery</p>	<p>A Notified-provided template page that will populate the poster images that Registrants can browse. When a Registrant selects a poster image, the Registrant will be taken to the applicable Poster Session. The Poster Gallery can accommodate up to a maximum 100 Poster Sessions. Poster Session name updates do not automatically update in the Poster Gallery. Customer must request changes to Poster Session names in the Poster Gallery.</p>
<p>Poster Sessions</p>	<p>Poster sessions are Sessions without video with a poster image uploaded as Session documents and placed in the Session “link” field as an image to show on the Session page.</p>
<p>Project Management and Event Configuration</p>	<p>Assignment of regional project team to determine Customer-specific specifications and needs. Project and implementation plan based on scope of work detailed in contract. Weekly calls with team, training on sponsor and content management. Hours scoped are consumed by project team during the project lifecycle from kick-off through debrief following live day.</p> <p>Project Manager to coordinate the build and management of the environment and create/manage project plan. Resources to help configure the environment, test features and functionality. Project team will partner with Customer to determine Customer specifications and will loop in additional resources and Notified subject matter experts. Assigned management sponsor to act as an escalation point for Customer. Project Management and Event Configuration are managed services and purchased in buckets of hours. Not available with all package types. Additional fees apply.</p>
<p>Registrants</p>	<p>Individuals that register for an Event, regardless of whether they attend the Event. For the sake of clarity, if one individual registers for 4 separate Events, that individual will count as 4 Registrants.</p>

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TERM	DEFINITION
Registration	An easy-to-use registration form builder within Event Editor that includes configurable custom fields, custom background image, registration confirmation email editor, opt-in/opt-out user option toggles, editable thank you/confirmation page, registration closed page text, and method of payment. Customers may choose from standard color palate & typography options or customize (dependent on package type).
Session Catalog – iFrame	Session & speaker listing embedded via iFrame on Customer’s Event marketing site. Not available with all package types. Additional fees apply.
Session Catalog – Event Cloud Hosted Session and Speaker Listing	Event Cloud hosted session & speaker listing on Customer’s Event marketing site. Not available with all package types. Additional fees apply.
Sessions	Sessions are live (in-person or online), simulative or on-demand content available to Registrants at specified dates and times. Sessions may include Brainstorming Sessions and/or Video Roundtable Sessions with up to 30 participants and up to 5 moderators.
Social Wall	Pull a live feed of social media posts from Customer-selected platforms with up to 2 hashtags (where supported) from Twitter®, Instagram® or Facebook®. Feed is only available during actual live Event dates. Not available with all package types. Additional fees apply.
Sponsored Notifications	Schedule clickable notifications with in-Event or external links to drive users to specific Exhibitor locations or Sponsored Sessions. Not available with all package types.
Sponsored Sessions and Display Ads	Display a sponsor image or logo within lobbies or to appear per Session within the Session list. Not available with all package types.
Staff Scheduling Module	Includes staffing manager roles, staffing calendar, automatic conflict notification, personal calendar integration, and staff utilization monitoring. Not available with all package types. Additional fees apply.
Standard Integrations	An integration via API to either push or pull data into or out of the Event Cloud platform. Standard integrations are those with existing vendors who have been approved as a “standard integration.” A list of standard integrations can be provided upon request. Not available with all package types. Additional fees apply.
Standard Reports	Notified’s standard Registrant engagement reports, sponsor reports and speaker/Session reports.

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TERM

DEFINITION

<p>Submission Forms</p>	<p>Submission Forms are most commonly used with a call for papers (“CFP”). Event Cloud offers a Basic CFP form and an Advanced CFP form, depending on the package type purchased by Customer.</p> <p>The Basic CFP is a branded web form to collect Session submissions for an Event. Customer chooses the fields to collect information about the potential speaker and Session. Submitters create their own account to enter submissions with the ability to save as a draft until they are ready to submit. Once submitted, the information is automatically added to the Customer’s Event site on the Event Cloud platform for the Customer’s review, and submitters cannot make changes until they are an accepted speaker and invited into the Event environment. Basic CFP does not include fields/questions using branching logic. Two rounds of edits included per site. Estimated turnaround time for the initial proof is 10 business days following Notified’s receipt from Customer of all the requirements. Estimated turnaround time for one round of edits is 5 business days. Actual turnaround times may vary. Not available with all package types. Additional fees apply.</p> <p>The Advanced CFP is an enhanced version of the Basic CFP that allows the Customer to include logic and conditional questions, such as displaying/ requiring questions based on answers to previous questions. Two rounds of edits is included per site. Estimated turnaround time for the initial proof is 10 business days following Notified’s receipt from Customer of all the requirements. Estimated turnaround time for one round of edits is 5 business days. Actual turnaround times may vary. Not available with all package types. Additional fees apply. Customer will need to purchase Advanced CFP if SSO integration is needed to connect to the CFP and the Event.</p>
<p>Video Roundtable Sessions</p>	<p>Video Roundtable Sessions are designed to facilitate small group discussions, with up to 30 participants and up to 5 moderators.</p>
<p>Virtual Exhibit Hall</p>	<p>Virtual Exhibitor section with the Event site on the platform that shows all Exhibitor booths.</p>
<p>Welcome Video</p>	<p>Also known as a sizzle reel. Notified team will work with Customer to create one (1) video to use for promotional marketing or site welcome and navigation. Includes up to 10 hours of services including two (2) rounds of edits. Not available with all package types. Additional fees apply.</p>

Addendum 3:

Studio Webcasting Features

PRODUCT FEATURES*	STUDIO
HTML 5 Streaming	✓
Delivery: live	✓
Delivery: simulive	✓
Delivery: on demand	✓
Mobile webcast delivery	✓
Second screen	✓
Video resolution	Up to 720p
1080p streaming upgrade option ¹	✓
Adaptive bitrate streaming	✓
Social streaming/RTMP output	✓
OTT streaming ²	✓
Stream targeting ²	✓
MP4 media export	✓
Source: phone audio	✓
Source: webcam	✓
Source: video encoder	✓
Source: video conference unit	✓
Source: fiber or satellite feed ³	✓
Single source display (switch between presenters)	✓
Multi-source display ("Brady Bunch" mode)	✓
Graphics compositing/lower thirds	✓
Slides: PowerPoint with animation ⁴	✓
Slides: pre-recorded video	✓
Slides: polling questions ⁴	✓
Slides: screen sharing	✓
Picture-in-picture slides and video	✓
Widget: speaker bio	✓
Widget: abstract	✓
Widget: chapters/agenda	✓
Widget: handouts	✓

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PRODUCT FEATURES*

STUDIO

Widget: Q&A	✓
Widget: chat	✓
Widget: Twitter	✓
Widget: Yammer	✓
Widget: custom HTML or iframe ⁵	✓
Testing and CPE	✓
Exit actions	✓
Webcast branding	Fully Customizable
Webcast layouts	Fully Customizable
Emails (registration confirmation, reminder messages, etc.)	Fully Customizable
Admin: rehearsal mode	✓
Admin: editing	Advanced Editor
Admin: QoE dashboard	✓
Closed captioning (live and on demand, English to English)	✓
Closed captioning (live and on demand, other languages) ^{6,7}	✓
Registration pages	Fully Customizable
SSO (SAML, ADFS) ⁸	✓
Marketing automation and CRM integration	✓
Robust reporting (data portal)	✓
Access to platform APIs	✓

*Not all features available for use within Event Cloud Sessions. See your Sales Representative for details.

Usage Terms:

- 1080p streaming is available for managed service applications only and will incur additional costs.
- OTT streaming and stream targeting are custom features. They do not include self-service options and may incur additional cost.
- Signal acquisition from a satellite or fiber feed requires third-party assistance, which will incur additional costs.
- Polling questions and slide animations are not available when using picture-in-picture mode.
- Custom HTML and iframe widgets are not compatible with the mobile (tablet and phone) experience. When used, custom HTML or iframe widgets will be omitted for mobile users.
- Non English closed captioning for live webcasts is supported using a third-party widget that is not compatible with the mobile (tablet and phone) experience. When used, custom HTML or iframe widgets will be omitted for mobile users.
- Non English both live and on demand captioning require the use of third-party services, which will incur additional costs.
- The initial configuration of SSO, marketing automation and CRM integration require custom scoping and setup by a Notified specialist. This one-time setup may incur additional costs.

Addendum 4:

Studio Webcasting Add-ons

PREMIUM ADD-ONS

Admins & Training	Add additional admins with trainings
1080p	Upgrade to 1080p. For full-service customers/events only.
Full-Service upgrade	Includes project management, configuration, live-event engineering, basic editing & testing
Live Day Engineering upgrade	Includes 15-minute check-in, 1 hour optional dress rehearsal, 30 minute pre-call and 90 minute webcast live engineering support.
Peer to Peer eCDN	Add an enterprise eCDN to help manage and optimize the distribution of bandwidth-intensive media such as video.
Lobby Experience	Offer attendees related content, speaker questions and enables them to connect with each other prior to the webcast.
Multi-Webcast Registration	Allow attendees to pre-register for multiple webcasts at the same time through one location. Only available for full-service customers/events.
Transcripts	Get a written transcript of your webcast. Turnaround time 24–48 hours per language.
Extra hour of streaming	Add additional time to your 90-minute webcast
Captions & Subtitles	Add additional text in multiple languages to your event. Captions are used for live or simulative webcasts. Subtitles are used for simulative or on-demand.
Audio Interpretation	Translate your webcast audio from one language to another.
Live Video Test / Site Survey	Survey the venue before an event and test connectivity. Up to 5 hours of onsite testing included.
Standard Integration	Integration for Marketing Automation and/or Single Sign On, up to 10 hours.
Tech Consulting	Expert guidance for SSO, eCDN, and streaming needs for your Studio experience.
Creative Services	Custom Development or custom graphics and design needed for Studio.
Onsite Manager	Dedicated on-site support with live event graphics, slide advancement, and video encoding. Available from 3pm (Local time) day prior. Includes up to 10 hours.
A/V Production	Get help with video production needs including studios, camera crews, news desk, roving reporter and more.