Service Description: Kollective ECDN Services

This document, including any referenced materials expressly incorporated herein ('**Service Description**'), describes in general the features and functions of (and associated obligations, limitations, and conditions relating to) NTT DATA's Kollective ECDN Services, as well as the optional add-on service components made available by NTT DATA in connection therewith (the '**Services**').

For the avoidance of doubt, any optional add-on services described in this Service Description will only be provided by NTT DATA to the extent they are purchased by Client and included within the scope of the relevant Kollective ECDN Services Order Form.

This Service Description is maintained by NTT DATA at this URL (or successor site) and may be updated by NTT DATA from time-to-time (effective upon publication).

Part A. Kollective Platform Services

1 Definitions

1.1 The following terms have the following definition in this Service Description:

(a) '**Content**' means digital content (e.g. audio, video, documents, and/or software files, etc.) that Client uploads into the Kollective Platform.

(b) '**End User**' means an employee, consultant, contractor, or temporary employee of Client who has been granted access to the Services under Client's authorization. End Users are calculated based on the total number of unique browser cookies accessing the Kollective Platform in the applicable period. In the event that an individual End User (or Customer on such End User's behalf) deletes browser cookies, changes or uses multiple browsers, or otherwise masks browsers, any such End User may be counted as an additional individual End User.

(c) '**End User View**' means when an End User uses Video Delivery to join a live webcast or launch a Video-on-Demand ('**VoD**') file.

2 Services Overview

2.1 The Kollective Platform is a combination of cloud-based centralized servers and distributed client software for optimal enterprise Content delivery, and efficiently delivers high end quality Content to End User machines.

3 Platform Services

Video Delivery

3.1 Enables peer assisted live or VoD video Content delivery leveraging the Kollective Platform.

Browser-based Solution

3.2 Enables Video Delivery via native WebRTC browser technology instead of the Kollective Agent.

Kollective Agent

3.3 An application installed on each End User's machine(s) that facilitates peering of Content across the Kollective Platform.

Kollective Edge Caching Node

3.4 An installable caching solution that services as an enhanced peering node/server for other Kollective peering endpoints.

Kollective IQ Analytics

3.5 Access to Kollective IQ Analytics in addition to standard analytics. Kollective IQ Analytics is a powerful data platform for analyzing, visualizing and creating customized dashboards designed to measure video and network performance.

Partner Integrations

3.6 Kollective certified integrations to third party webcasting and video portal solutions ('**Partner Solution**') leveraging Kollective's RESTful API. Customer must have a valid subsisting license or access agreement to the Partner Solution to activate the applicable Partner Integration.

3.7 A list of certified Partner Integrations may be requested from Kollective.

4 Kollective License options

Essentials

4.1 The Essentials license requires an annual contract commitment on the total number of unique End Users contracted for Video Delivery, implemented using the Browser-based Solution.

4.2 The Essentials license includes unlimited deliveries for contracted End Users and a Partner Integration (if required) with standard analytics and unlimited network readiness tests in the Client Portal.

Enterprise

4.3   The Enterprise license requires an annual contract commitment on the total number of unique End Users contracted for Video Delivery, implemented using all Kollective Platform options (e.g. the Kollective Agent, the Browser-based Solution or the Edge Caching Node).

4.4   The Enterprise license includes unlimited deliveries for contracted End Users and a Partner Integration (if required) with Kollective IQ Analytics and unlimited network readiness tests in the Client Portal.

Pay-per-view

4.5   The Pay-per-View ('**PPV**') license requires an annual contract commitment on the total number of End User Views, implemented using the Browser-based Solution.

4.6   Each End User View will decrement one PPV license from the contracted total annual PPV licenses

Kollective Observer for Video Collaboration applications

4.7   Licensing for APO Observability for collaboration applications requires an annual contract commitment on the total number of unique End Users contracted.

4.8   Contract options exist for 'standalone' deployments and for upgrading an existing ECDN service.

5   Additional Services

Kollective Signature Service

5.1   A premium support level that includes a dedicated Service Delivery Manager and Solution Architect.

5.2   Added services include monthly, quarterly and annual service/business reviews as well as technical assistance such as customer report development and network readiness testing assistance.

5.3   The Kollective Signature Service optional add-on requires an annual contract for either an Essentials license or Enterprise license (not available with the PPV license option).

6   Service Exclusions

6.1   The following are not provided by Kollective ECDN Services:

(a)   Video filming or production, encoding of video streams, post-production services or publishing of Content into the Kollective Platform.

(b)   Capturing the video stream, any post-capture editing and publishing Content.

(c)   Any Partner Solution will be responsible for signal capture and delivery of the live stream to the Kollective Platform, from which Kollective will deliver the live event to End Users.

(d)   Performance of technical support for the Partner Solution.