pt_OpenSesame Server

Service Level Agreement

1. Agreement Overview

OpenSesame Server is a complex product designed to enable After Effects project, customization, versioning and rendering of content on demand. As such, we recognize that the level of support required may be greater than other products on aescripts.com and offer this Service Level Agreement to cater to that need.

This agreement represents a Service Level Agreement (SLA) between the client and the provider, both aescripts.com and the developer of OpenSesame Server. The purpose of this agreement is to provide a clear reference on the level of support the customer can expect to receive.

2. Service Scope

We will provide troubleshooting assistance in the case of OpenSesame Server not performing as expected, advice on setting up your specific workflow and the creation of project templates, and give priority consideration to requests for new features.

The following services are covered by this agreement:

– Email support. This will be the initial entry point for all support requests. You should open a support ticket at http://aescripts.com/contact/ explaining the nature of the request. We will endeavour to reply in a timely manner and decide how best to proceed. Where possible we will attempt to resolve the issue through email, but may also offer one of the following options.

– Skype audio chat. Speak directly with the developer for advice or problem solving at an arranged time suitable for both parties.

– Remote log in assistance. The developer may offer remote log in assistance using a suitable web-based solution such as join.me. The client will pay for any costs associated with this remote log in service.

– Bug fixes. On being made aware of any issues with the OpenSesame Server software the developer will endeavour to provide a solution in a timely manner.

– Feature requests. Requests for changes or additional features from SLA clients will be given priority consideration, but as these can vary considerably in the time required to implement them we can offer no guarantees in this respect.

3. Service Availability

The staff at aescripts.com may be able to provide assistance in some cases, but often it will be the developer that responds to requests. As such response times will depending on the developer's availability and as such we can offer no guarantees in this respect. We will respond to initial enquires as soon as possible and inform the client on the likely timescale for addressing the support request.

4. Exclusions

This SLA is written in a spirit of partnership. The provider will always do everything possible to rectify an issue in a timely manner. However there are some exclusions. This SLA does not apply to:

– Software, equipment or services other than the OpenSesame Server software product.

– The problem has been caused by using the software in a way that is not recommended.

– Training. We will not provide training for your staff in using the software product. OpenSesame Server comes with an extensive pdf guide which should be your initial source of guidance in its usage.

– Creating After Effects project content. We will not create After Effects project content for you,

although we can offer advice on making content suitable for use with OpenSesame Server.

–   Unlimited support. This is somewhat discretionary but if you have very high levels of support needs that would fall outside the spirit of this agreement, require assistance in creating After Effects project content, converting projects for use with OpenSesame Server, or have urgent needs for new features that would require a lot of work to implement, then you should contact us to discuss an hourly fee for such additional support.