



# Hive Support Service Requests

2020

# Support Services – Definition and Condition

## Definition

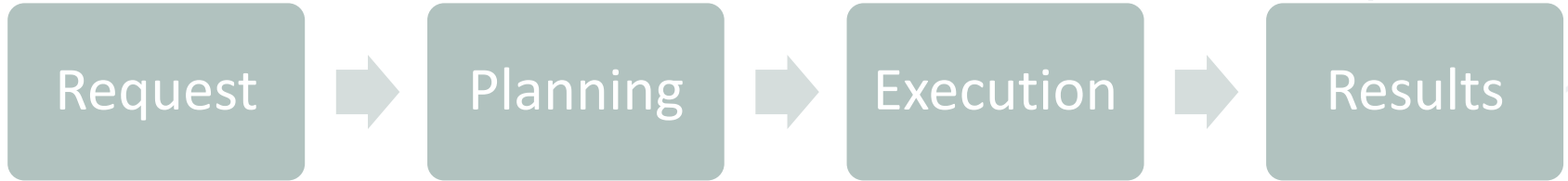
- ◆ Support Services also referred to as Value Added Services include:
  - Silent Tests – Basic
  - Silent Tests – Detailed
  - White Glove / Event Monitoring
- ◆ Hive Support Engineer monitors Hive Real-time dashboard
- ◆ Process and analyze the Insights report, and providing observation and feedback post Event/Test
- ◆ Participate in bridge call (if needed)

## Conditions

- ◆ A request must be submitted to Hive Support via
  - [Hive Support Center](#), alternatively via
  - [support@hivestreaming.com](mailto:support@hivestreaming.com) (ensure all information is provided)
- ◆ 5 working days in advance
  - Later incoming requests will be accepted as per availability
- ◆ Silent test types
  - Basic: <500 devices, 1 silent test, Hive version <18 months old
  - Detailed: Unlimited devices, may include an additional test for remedy verification



# Support Service requests – for Customer



1. Submit a request to via [Hive Support Center](#), alt. via Hive Support e-mail.

Ensure to include test data depending on type of request:

- Date & Time
- Duration
- Target Hive agents & amounts
- Event/Test conditions (e.g. bit rate)
- Video Platform for the Event

2. Hive Support will reply confirming the event and who will be participating/running the test.

3. Hive might have questions for clarifying the test/event setup.

4. The Hive assigned engineer participates/runs the test at the agreed time.

5. Any severe issues will be reported immediately by Hive engineer.

6. Hive will generate the Insights report and share it along with remarks for any observations made.