

DOLBY® STANDARD SUPPORT FOR PROFESSIONAL AUDIO & VIDEO PRODUCTS WITH SOFTWARE MAINTENANCE

EFFECTIVE AS OF JULY 2018

Dolby Laboratories provides technical support for Licensees of its Professional Audio & Video Products with Software Maintenance. The terms here apply to the following Products: Dolby Media Generator, VM600, Dolby Media Producer Suite, Dolby Media Emulator, Dolby Media Meter 2, and Dolby Encoding Engine.

Provided Licensee has satisfied its Initial Fee obligations for the Technology set forth in the System License Agreement or the applicable software license agreement for the Product (the "Agreement") and met the Licensee Responsibilities described below, Licensor will provide the following technical support and maintenance (hereafter collectively "Standard Support") as long as the Agreement has not expired or been terminated.

TECHNICAL SUPPORT

- Q&A and troubleshooting on Product use: Address Licensee's technical questions on implementing or integrating the Deliverables (Dolby maintained plugins (DLLs), core application, Dolby technology) according to their specifications.
- Errors: Respond to reproducible problems with the Deliverables that prevent substantial conformance to the specifications ("Errors").
- Creating or validating XML profiles for relevant products (e.g. VM600)
- Access to Dolby Customer Portal for knowledge articles, Case reporting and tracking, and Technical Q&A
- Licensor will use reasonable commercial efforts to provide the above technical support:
 - In English via portal, email, and telephone during Licensor's normal business hours
 - To Respond to submitted support Cases via portal or email within two business days
 - To deliver a plan to resolve issues submitted via Case within five business days
 - Aim to meet these response times for 80% of submitted Cases, without penalty for any reason should response time not be met

SOFTWARE MAINTENANCE

- Reference Dolby Software Policy: <https://www.dolby.com/us/en/about/dolby-software-policy.pdf>
- Active period defined for each Product by Dolby Software Policy
- Ability to purchase additional years if product is under current software maintenance agreement
- Updates: Provide Licensee with all Updates that Licensor makes generally available for the Deliverables, available via electronic download through Licensor's portal.

All Standard Support is contingent on Customer/Licensee's compliance with the following:

- Product installation following the prescribed instructions
- Download and install the most current Software Updates

- Provide pertinent logs, files and content to assist Technical Support staff in recreating issues

Non-Standard Support and Services. Should Customer/Licensee need technical assistance beyond Standard Support to meet its integration goals, including delivery of code for custom plugins and scripts for workflows, Customer/Licensee may purchase services from Licensor. Licensor shall not be obligated to provide technical assistance to Licensee beyond Standard Support until Licensee provides a Purchase Order for such assistance, as applicable.

WARRANTY AND DISCLAIMER

Licensor will provide Standard Support in a professional manner in accordance with generally accepted industry standards. Licensor's sole liability and Licensee's sole remedy for Licensor's breach of this warranty is for Licensor to re-perform the Standard Support. EXCEPT AS SET FORTH HEREIN, LICENSOR MAKES NO WARRANTIES ABOUT THE STANDARD SUPPORT, DELIVERABLES (INCLUDING UPDATES) OR ANY PART THEREOF, AND HEREBY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

OWNERSHIP

Any corrections, additions, or modifications to the Deliverables delivered hereunder, including without limitation any Updates, will be deemed part of the Deliverables and subject to all of the provisions of the Agreement.

THIS POLICY IS SUBJECT TO CHANGE AT DOLBY'S DISCRETION