

**WIDEORBIT**

Say Hello to a Wider World™

# WideOrbit Managed Services Catalog

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# Introduction

The depth and breadth of WideOrbit's media experience is unparalleled in the industry. In addition to the significant benefits our products bring to our global customer base, our Managed Services team has invaluable knowledge and experience delivering a variety of engagements across all customer segments. From making quick system changes, implementing ancillary features, or managing data across multiple WideOrbit products, our team has earned the trust of our clients.

WideOrbit offers a variety of managed services that allow you to improve the efficiency of the WideOrbit products you use by leveraging our team's experience. These services address areas such as data management and integrity, operational workflows, and configuration updates related to changes in your business.

This catalog explains our managed services. Choose as much or as little assistance from WideOrbit team as you need.

## Requesting a Managed Service

To schedule a managed service, contact your WideOrbit Customer Success Manager or Sales Representative. If you are interested in several managed services, they can discuss creating a custom package to meet the needs of your organization.

When you request a Managed Service, WideOrbit will provide a Managed Service Request Form, which includes a Service Level Agreement (SLA) that outlines pricing (if purchasing a service à la carte) and the time required to complete the work. The time required to schedule and complete a managed service depends upon several factors, such as the scope of the service and resource availability, both yours and WideOrbit's.

All Managed Service forms require a signature from an authorized representative of your company.

**Note: A formal statement of work (SOW) is not required for the managed services listed in this catalog unless they are of significant size or complexity and require Professional Services management.**

## Exclusions

Be aware that some of your requirements may not be addressed via managed services, but may be addressed with a Professional Services engagement. This includes services such as:

- Custom software development.
- On-site support and maintenance.
- Hardware procurement and lifecycle management. (WO Automation for Radio hardware is an exception.)
- Implementation and onboarding of employees, including training for new or existing users.

## Pricing

We offer the flexibility to purchase individual services à la carte, or we can price a custom Managed Service Plan to meet the needs of your organization.

If you purchase à la carte, the managed service is priced according to its complexity and the time to complete the request. There are no minimum hours charged for Managed Service requests.

If you purchase a custom plan, overall pricing is determined by the services' complexity and the number of services included. Service hours are tracked to ensure accurate accounting of the time WideOrbit spends on your services. Custom plans operate on a "use it or lose it" basis, where hours and services must be utilized within the terms of the service contract. There is no rollover of unused hours or services to subsequent periods, and unused hours or services are not subject to proration or refund. Custom Managed Service Plans are billed in advance.

Managed Services are performed weekdays, 8:00 am - 9:00 pm ET. Services for WO Automation for Radio are performed weekdays, 7:00 am - 6:00 pm CT. Services required outside of these hours are subject to additional cost.

# Configuration Services

This section lists the managed services that are related to configuring WideOrbit products.

## Automation Script

### MSCS14

This service adds a channel or station, implements a new automation interface or tied event (such as crawls, bugs, etc.), or changes an automation system.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Rep, WO Satellite.
Inclusions	AsRun scripts.
Exclusions	If a Design Requirement Document (DRD) is needed, the work will require a WideOrbit Professional Services engagement
License Required	No
Dependencies	The change must be present in the data before making changes

## Affiliate Change

### MSCS01

This service makes a change to an affiliate. A change differs from adding properties or changing call letters because it may require WideOrbit to create and run a script to ensure that historical data is available.

Offering	Description
Applicable Product(s)	WO Media Sales, WO Analytics, WO Order Connect
Inclusions	End dating logic
Exclusions	<ul style="list-style-type: none"><li>• Adding properties</li><li>• Changing call letters</li></ul>
License Required	No
Dependencies	The change must be present in the data before making changes

## Audit Assistance

### MSCS02

This service reserves time with a WideOrbit employee to assist with preparing for an audit or answering security questions.

Offering	Description
Applicable Product(s)	All products
Inclusions	A specified number of hours with a WideOrbit employee with the appropriate subject matter expertise for the audit
Exclusions	Product or process enhancements recommended from the audit
License Required	Yes



# Configuration Services

## BXF (Live Log)

### MSCS03

This service supports the setup and configuration of a BXF Integration, which provides a direct connection between WideOrbit and the automation system. Playlists are sent directly to the automation system via BXF-formatted communications. As-aired information is received in real-time from the automation vendor and populated within the Billing File for reconciliation. Dub and Purge messages are also sent directly to the automation system.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni
Exclusions	Any versions of BXF standard that are not currently supported by WideOrbit Large work efforts may require a WideOrbit Professional Services engagement
License Required	Yes
Dependencies	The use of an automation system with which WideOrbit currently integrates

## Call Letter Change

### MSCS04

This service changes the call letters of a station that is currently in the WideOrbit system.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Media Sales, WO Automation for Radio, WO Order Connect
Inclusions	These changes may include affiliate and/or Genre changes
Exclusions	Retaining history under the old call letters
License Required	No

## Dash A Commands – Installation and Configuration

### MSCS05

This service allows WideOrbit to set up and configure a Dash A command. These are Auto Process Commands that use the Windows Task Scheduler to automate tasks, which perform a specific action or set of actions with no user interaction.

Offering	Description
Applicable Product(s)	Varies based on the command
Exclusions	Any development of a new Dash A command or additional functionality for an existing one
License Required	Yes

## Dash A Commands – Maintenance

### MSCS06

This service provides WideOrbit maintenance for Dash A commands after their installation and configuration, for anything that is above and beyond a standard support agreement.

Offering	Description
Applicable Product(s)	Varies based on the command
Exclusions	Initial creation and configuration
License Required	No
Dependencies	Existing Dash A command(s) must be installed and configured

# Configuration Services

## Email Order Approval

### MSCS09

This service allows WideOrbit personnel to set up and configure Email Order Approval, a feature that allows users to approve and/or deny orders by email. The request is to allow approving users to initiate the approval offline from the WO Traffic application, through automated response to an email notification.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni
Exclusions	Setup and configuration of an on-prem SMTP mail server
License Required	Yes

## Functionality Support – WO Automation for Radio

### MSCS10

This service allows WideOrbit to build clocks, templates, workflows, background recordings, and other functionality for WO Automation for Radio.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	<ul style="list-style-type: none"><li>• Playlist Editor</li><li>• Clocks</li><li>• Pin Closure Identity</li></ul>
Exclusions	Minor revisions to existing items are supported via WideOrbit Support
License Required	No
Dependencies	<ul style="list-style-type: none"><li>• Central Server</li><li>• Device Starter</li></ul>

## GAM Change

### MSCS08

This service allows WideOrbit personnel to migrate the WideOrbit Digital Orders module to a new GAM instance, and to assist reconfiguring digital products, ad slots, integration manager, and Digital Ops training.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni
License Required	No
Dependencies	The WideOrbit Digital Orders module must be installed

## Integration Configuration – Existing Integrations

### MSCS11

The service allows WideOrbit personnel to integrate select WideOrbit products with third-party software.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Media Sales, WO Analytics, WO Automation for Radio, WO Airtimes, WO Order Connect
License Required	Yes
Dependencies	Complete documentation and a technical resource from the third-party software provider

# Configuration Services

## Legacy Remote VT Installation, Configuration, and Multi-Room Setup MSCS12

This service allows WideOrbit to install and configure Legacy Remote VT for WO Automation for Radio, as well as support its multi-room setup.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	Legacy Remote VT
License Required	Yes
Dependencies	<ul style="list-style-type: none"><li>• Friendship</li><li>• Central Server</li><li>• VPN</li></ul>

## Network Configuration Change – WO Automation for Radio MSCS13

This service changes the configuration of your network for WO Automation for Radio.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	The files config.server.properties and config.client.properties
License Required	Yes
Dependencies	<ul style="list-style-type: none"><li>• Gossip Router</li><li>• Central Server</li><li>• Radio Server</li><li>• Device Starter</li></ul>



# Configuration Services

## Now Playing Setup – WO Automation for Radio

### MSCS14

This service sets up Now Playing for your instance of WO Automation for Radio.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	<ul style="list-style-type: none"><li>• Central Server config</li><li>• Radio Server</li><li>• Universal Radio Client</li></ul>
License Required	Yes
Dependencies	<ul style="list-style-type: none"><li>• Central Server</li><li>• Device Server</li></ul>

## Order/Deal Approval Manager

### MSCS15

This service sets up Order/Deal Approval Manager, which allows a client to create custom routing for order approvals based on their specified criteria.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni
License Required	Yes. Requires the Workflow Approval Engine license.

## Property Add

### MSCS16

This service allows you to add an additional property into your WideOrbit system. As part of this service, WideOrbit will add the property and make the necessary server property changes.

Offering	Description
Applicable Product(s)	All products
Exclusions	Reactivating a property/channel
License Required	Yes

## Re-implementation – WO Automation for Radio

### MSCS17

This service allows WideOrbit to re-implement WO Automation for Radio services.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	Adobe Plugin, Audio Server, Central Server (with or without database backup), Device Server, FriendShip, Gossip Router, Mobile Gateway, PlayList Editor, Radio Server, UNC Launcher, and Universal Radio Client
License Required	Yes
Dependencies	<ul style="list-style-type: none"><li>• WO Automation for Radio Central Server</li><li>• Scope and pricing dependent on the product and your environment</li></ul>

# Configuration Services

## Software Reconfiguration – WO Automation for Radio

### MSCS18

This service reconfigures WO Automation for Radio to add a new category, profile, etc.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	<ul style="list-style-type: none"><li>• Central Server config</li><li>• Universal Radio Client</li><li>• Radio Server</li></ul>
License Required	Yes
Dependencies	Central Server

## Workstation Name Change – WO Automation for Radio

### MSCS19

This service changes the name of a workstation for your WideOrbit Automation for Radio instance.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	<ul style="list-style-type: none"><li>• Central Server config</li><li>• Workstation (Radio Server, Universal Radio Client)</li></ul>
License Required	No
Dependencies	Central Server

## WO Traffic, WO Omni – WO Automation for Radio

### MSCS20

This service supports an interface between WO Traffic or WO Omni and WO Automation for Radio, so that you can edit automation logs in WO Traffic or WO Omni, manage run dates and distribution rules of commercial assets from within WO Traffic or WO Omni, perform real-time reconciliation, manage and reconcile Live Copy, streamline production and continuity workflows with the Dub List Widget, and manage outdated assets with Purge List capabilities.

Offering	Description
Applicable Product(s)	WO Automation for Radio, WO Traffic, WO Omni
License Required	Yes

# Database Management Services

This section lists the Managed Services related to managing and improving the databases that support WideOrbit products.

## Data Purge

### MSDB01

This service allows you to delete data from your database that you no longer need. WideOrbit recommends you do this periodically to minimize the size of the database and reduce liability.

Offering	Description
Applicable Product(s)	WO Traffic, WO Media Sales, WO Analytics
Exclusions	Data retained in products not listed above
License Required	No
Dependencies	Specified date for past records deletion. You should ensure any deletions are in line with your data retention policies.

## Database Migration

### MSDB02

This service allows WideOrbit to migrate your database onto new hardware.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Media Sales
Inclusions	The new database is fully installed and configured to work with the WideOrbit system
Exclusions	Data cleanup, including a database purge and/or scrub
License Required	No

## Database Refresh

### MSDB03

This service supports a periodic update to the data in your non-production database with more current data from your production environment.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Media Sales
Inclusions	The first six database refreshes are included. Each refresh thereafter will be billed separately.
Exclusions	Data cleanup
License Required	No
Dependencies	Your production data is complete and clean

## Database Script

### MSDB04

This service allows WideOrbit to create and run a database script in your environment to complete tasks that are not available through a user interface and not the result of a WideOrbit software defect.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Media Sales, WO Marketplace
Exclusions	<ul style="list-style-type: none"><li>Database migration</li><li>Data refresh for a lower environment</li><li>Data cleanup</li><li>Automation scripts</li></ul>
License Required	No
Dependencies	The Production data is complete and clean

# Database Management Services

## Database Script – WO Automation for Radio

### MSDB05

This service creates and runs a script when you need to update data in your WO Automation for Radio database.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	PGAdmin
License Required	Yes
Dependencies	<ul style="list-style-type: none"><li>• Central Server</li><li>• Postgres</li></ul>

## Database Scrub

### MSDB06

A database scrub deletes data in a WideOrbit product that's associated with specific properties. Use this service during station sales to create a new database for the buyer and a database for the seller, without the "scrubbed" properties. This is typically used during acquisitions and divestitures.

Offering	Description
Applicable Product(s)	WO Network, WO Omni, WO Traffic
Exclusions	<ul style="list-style-type: none"><li>• Data cleanup</li><li>• Data refresh for a lower environment</li></ul>
License Required	No



# Integration Services

This section lists the Managed Services that are related to integrating WideOrbit products with third-party software.

## Custom Demo Segment

### MSIS01

This service supports your ability to use Comscore demo segments. It includes time to collaborate with Comscore to write specifications, test the import of the custom demos, set up and configure custom demos, and the support for ongoing import and storage of custom demo data, testing, training, and clearance management.

Offering	Description
Applicable Product(s)	WO Media Sales
License Required	No

## Data Import

### MSIS02

This service allows WideOrbit products to import data (in a specified file format) into the product, such as accounts receivable, historic receivables, or material import information.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Media Sales
Exclusions	<ul style="list-style-type: none"><li>Data refresh for a lower environment</li><li>Import formats not currently supported by WideOrbit</li></ul>
License Required	No

## EC Setup

### MSIS03

This service sets up an FTP folder and EC Order Monitor that are used to load vendor EC files into a WideOrbit product. WideOrbit can then manually map the files to import the data for your use.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Omni, WO Media Sales
Exclusions	Any EC Format/Standard not currently supported by WideOrbit
License Required	No

## Electronic Material Instructions (EMI)

### MSIS05

This service allows WideOrbit personnel to set up and configure workflow for Electronic Material Instructions (EMI), which automates the entry of material instructions.

Offering	Description
Applicable Product(s)	WO Media Sales
Inclusions	WO Traffic, WO Network.
Exclusions	Yes, fixed or per instruction.
Dependencies	Partner must enable integration on their side in coordination.

# Integration Services

This section lists the Managed Services that are related to integrating WideOrbit products with third-party software.

## Ratings Data Load

### MSIS06

This service allows WideOrbit personnel to set up and configure ratings data from a number of ratings vendors. For markets that do subscribe to data, we can create a Virtual Estimated Audience (VEA) book using census data to populate a book that you can use to manually create estimates.

Offering	Description
Applicable Product(s)	WO Media Sales
Inclusions	<ul style="list-style-type: none"><li>• Comscore</li><li>• Nielsen</li><li>• Kantar</li><li>• VEA Book</li><li>• Media Monitors</li></ul>
Exclusions	<ul style="list-style-type: none"><li>• Acquisitions and centralizations</li><li>• Data vendor's monthly service charges and/or fees</li></ul>
Dependencies	Clearance from the vendor - not required for VEA Book



# Hardware Changes – WO Automation for Radio

This section lists the Managed Services related to maintaining WideOrbit Automation for Radio products.

## Disaster Recovery Support – WO Automation for Radio

### MSHC01

This service allows WideOrbit to support disaster recovery for your instance of WO Automation for Radio.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	All WO Automation for Radio applications are running at a disaster recovery site
Exclusions	On-premises installations of WO Automation for Radio
License Required	Yes
Dependencies	Setup of a disaster recovery site

## Hardware Implementation – WO Automation for Radio

### MSHC02

This service allows a WideOrbit employee to support the implementation of new hardware for WideOrbit Automation for Radio.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	Remote hardware installation
Exclusions	On-site hardware installation
License Required	Yes



# Hardware Changes – WO Automation for Radio

## Hardware Migration – WO Automation for Radio

### MSHC03

This service allows a WideOrbit employee to support the migration of your existing instance of WO Automation for Radio to new hardware.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Exclusions	<ul style="list-style-type: none"><li>Moving WO Automation for Radio to a new physical location</li><li>Setting up WO Automation for Radio for a new WideOrbit customer</li></ul>
License Required	Yes
Dependencies	Remote access must be available

## Hardware Reconfiguration – WO Automation for Radio

### MSHC04

This service reconfigures WO Automation for Radio when you make a change to your hardware.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Inclusions	The software from the original hardware
License Required	Yes
Dependencies	The hardware has been changed

## Location Migration – WO Automation for Radio

### MSHC05

This service supports a location change for your existing instance of WO Automation for Radio.

Offering	Description
Applicable Product(s)	WO Automation for Radio
Exclusions	Setting up WO Automation for Radio for a new WideOrbit customer
License Required	Yes
Dependencies	Remote access must be available

# Other Technical Services

This section lists various technical services that support WideOrbit products.

## Custom Documentation

### MSTS01

This service allows you to request documentation that WideOrbit does not currently publish for all our customers.

Offering	Description
Applicable Product(s)	WO Traffic, WO Network, WO Program, WO Traffic Satellite, WO Central, WO Payments Suite, WO Automation for Radio, WO Airtimes, WO Order Connect, WO Long Form DR
Inclusions	<ul style="list-style-type: none"><li>• User manuals</li><li>• Release notes</li><li>• System diagrams</li></ul>
Exclusions	Modification of online help
License Required	No

## Diagnostic System Review – WO Automation for Radio

### MSTS02

This service allows WideOrbit personnel to assess your WO Automation for Radio hardware and operating system if you encounter an issue.

Offering	Description
Applicable Product(s)	WO Automation for Radio
License Required	No

# Terms

The terms of these managed services are subject to the terms of the WideOrbit License and Support Services Agreement (the "Agreement") for Customer.

## Cancellation

Upon execution by both parties of the Managed Service Request Form, WideOrbit will allocate resources to the project. If Customer desires to cancel, change, or otherwise delay the provision of services, Customer shall be responsible for payment of time, costs, and expenses incurred by WideOrbit beyond its reasonable control that are associated with any such cancellation, change or delay; provided however that WideOrbit has an affirmative duty to mitigate any costs and expenses that may otherwise be passed on to Customer. In the event Customer terminates the request or otherwise elects not to bring the deliverables into production, Customer is responsible for payment for all services performed by WideOrbit through the date written cancellation is received by WideOrbit or completion of the deliverables, whichever is earlier.

## Payment

Based on the type of Services received, Services will be billed either monthly or upon the completion of milestones, at WideOrbit's sole discretion. Payments will be made in accordance with the terms of the Agreement. Where payments are not made in a timely manner, WideOrbit reserves the right to suspend Services requested hereunder until all outstanding balances are brought current.

Failure to pay: If payment is not received by the first of the month for that month of service, WideOrbit reserves the right to put a hold on rendering on-site and remote services until the monthly fee has been paid, provided WideOrbit gives a five (5) business day notice of late payment.

## Force Majeure

Neither party shall be liable for any failure of or delay in the performance of its obligations under this Agreement to the extent such failure or delay is due to circumstances beyond its reasonable control. Each party shall use reasonable efforts to minimize the duration and consequences of any failure of or delay in performance resulting from a Force Majeure event.

## Service-Specific Terms

Licensed product: The monthly fees for the ongoing use of the request are managed in a license outside of a service request. To use a licensed feature in production, the ongoing licensing must be agreed to by Customer and WideOrbit in a separately executed License Order Sheet.

Data Scrub: WideOrbit will not be liable for any direct and/or indirect damages that may arise due to a data scrubbing service. The Customer will be responsible for confirming the accuracy of all scrubbed data removed from the Customer database.

Server updates: WideOrbit will not be liable for any direct and/or indirect damages that may arise due to a server update. The Customer will be responsible for validating the server work completed and for ongoing maintenance of the server.

Other Scripts: A script is created based on functionality and database architecture in Customer's current production database and WideOrbit product version at the time the managed service is requested. If script work is required after Customer upgrades to future releases of a product, a new service must be requested. Unless otherwise stated in the agreement, managed service does not include the running of a script in a non-production environment prior to production. The script will expire 30 calendar days from delivery of the script and is intended to be run only one time.

## Periodic Review of the Catalog

The Managed Services in the catalog may change from time to time. We reserve the right to add, remove, or modify the services provided. Changes will not affect Managed Services, whether à la carte or bundled, for contracted Services where WideOrbit has signed and returned a Managed Service Request Form to Customer.

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