Multicast Live One-Time Event Offerings
Choose the live event package that meets your needs and fits your budget

	BEST PRACTICE			
	Package A Engineer-On-Site	**Package B** Engineer-On-Call	**Package C** Self-Managed	**Package D** Self-Managed with Your Encoder
HARDWARE & SOFTWARE-AS-A-SERVICE				
Multicast Media Suite	✓	✓	✓	✓
Multicast Live Module	✓	✓	✓	✓
Multicast Live Encoder	✓	✓	✓	
VIDEO ENGINEERING SERVICES*				
Engineer-On-Site	✓			
Engineer-On-Call		✓		
DATA TRANSFER & STORAGE				
Data Transfer (GB)†	500	500	500	500
Up to three standard-definition bit rates	✓	✓	✓	
30 Day Event Archive	✓	✓	✓	
SETUP, MONITORING, SUPPORT & CLIENT MANAGEMENT				
Account & Software set-up	✓	✓	✓	✓
24 x 365 Event Monitoring	✓	✓	✓	✓
Expert Client Management Support	✓	✓		

*Additional information about what the engineer on-site and engineer on-call services include is listed on the next page.

†Each GB of data transfer is estimated to equal approximately one eight hour viewing day; 500 GB data transfer estimated to equal 500 eight hour viewing days.

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Engineer On-Site Service

Multicast's Engineer-On-Site Service includes:

- An expert Video Engineer arrives the day before the event to test the Multicast Live Encoder and to facilitate the technical aspects of the event set-up.

- Each event day, the Video Engineer re-tests the Multicast Live Encoder prior to the start of the event, operates the encoder during the event and troubleshoots as needed.

- At the end of each day, the Video Engineer archives the video created that day.

Engineer On-Call Service

Multicast's Engineer-On-Call Service includes:

- At a pre-arranged time, preferably a day or two before the event start, the Video Engineer monitors and supports a test of the Multicast Live Encoder.

- Each event day, at a pre-arranged time, the Video Engineer monitors a re-test of the Multicast Live Encoder prior to the start of the event. A Video Engineer is on-call during the event for immediate troubleshooting as needed when notified of issues by Multicast's 24 x 365 monitoring staff, who provide first line support.

- At the end of each day, the Video Engineer archives the video created that day.

- Standard service times are Monday through Friday, 9 AM to 8 PM Eastern Time.

Other Fees and Payment

- High Definition live encoding and streaming, and additional Data Transfer and Storage are available for additional fees.

- Client pays shipping and insurance fees related to Multicast Live Encoder to and from the event.

- Client pays reasonable travel, food and lodging expenses for on-site Video Engineers.

- Engineer on-call services outside of the standard times will incur an additional fee.

- Data Transfer overages incur additional fees.

- Events contracted for less than 10 business days before the event date may incur additional fees.

- 50% of the total event fees are due and payable when the contract is signed.