

CTRL Training 360 product description

Definitions

CTRL Reality Oy (later Supplier)

CTRL Training 360 Virtual App (later VR-app) – application to be installed on virtual reality goggles for viewing media content.

CTRL Training 360 Web-editor (later Editor) – browser operated editor where media content can be added and modified.

CTRL Training 360 License (later License) – License providing user right for the VR-app and the Editor.

CTRL Training 360 License type (later License type) – License type defines the features and user/operating limits for the License. There are four License types: Lite, Pro, Premium ja Enterprise. The various License types content is described later under the License types.

CTRL Training 360 sets (later Sets) – Sets are a collection of 360 images.

Hotspot (later Hotspot) – information added to images. There are various types of Hotspots.

Virtual Reality app

VR-app may be installed to supported VR goggles (currently Oculus Go). The app is downloaded from Oculus Store via key distribution. The Supplier will provide an Oculus key code (25 characters).

The VR device has to be connected to the internet in order for the VR-app to update the newest content from the cloud. Using the app does not require constant internet connection if the Sets have been downloaded to the device for offline use. VR-app may require occasional internet connection to check version updates.

The Editor

The Editor is operated on modern browsers. Chrome is recommended. A username and a password, provided by the Supplier, are required to use the Editor. At the first sign-in, the user must change the password. Lite and Pro Licenses include one username, Premium License includes 3 usernames and Enterprise License includes 5 usernames. Username administration is available in the Enterprise License as an optional feature (ask for quotation), i.e. the administrator may create as many usernames as needed.

The Editor is for managing the Sets. The number of Sets is limited by the License type. The number of images in the Sets is not limited.

Visible or hidden Hotspots may be created to the images. Hotspots can contain text, pictures and multiple-choice questions. Special Hotspots may be created in the Pro, Premium and Enterprise Licenses. Such Hotspots may be links to other images in the same Set.

The Premium ja Enterprise Licenses have the possibility of publishing Sets online with or without password protection. Due to the technical limitations of some browsers, viewing some Hotspots may be limited in the online publication.

The Premium and Enterprise Licenses support adding 360-degree videos (see list of the supported formats in the user manual).

The Premium and Enterprise Licenses allow collection of user data and customization of the VR-app user interface functionality and layout with the tools in the Editor.

The Enterprise License provides the possibility to own application publishing, which makes it possible to more specific customization to the name, layout and other functionality of the application.

Cloud service

All pictures and data are stored in cloud service administered by the Supplier. The servers are located in Europe. The Licenses include the capacity for reasonable usage of data storing and capacity. Reasonable capacity means:

- Lite License includes 2 GB storage capacity and 100 GB data transfer capacity per month. (If one 360-degree picture averages 50 MB, means the limitation maximum 40 pictures saved and 2 000 downloads monthly.)
- Pro License includes 5 GB storage capacity and 250 GB data transfer capacity per month. (If one 360-degree picture averages 50 MB, means the limitation maximum 100 pictures saved and 5 000 downloads monthly.)
- Premium License includes 20 GB storage capacity and 1 TB data transfer capacity per month. (If one 360-degree picture averages 50 MB and one-minute 360 video 200 MB, means the limitation maximum 400 pictures saved or 100 one-minute videos saved and 20 000 picture or 5 000 one-minute video downloads monthly.)
- The Enterprise License include data storage capacity 200 GB and data transfer capacity 10 TB per month. (If one 360-degree picture averages 50 MB and one-minute 360-degree video 200 MB, means the limitation maximum of 4 000 pictures or 1 000 one-minute videos saved and 200 000 pictures or 50 000 one-minute video downloads monthly.)

With the Enterprise License a connection to Customer's own server is available as an additional option to store the picture data there.

The Supplier obtains the cloud services from service providers promising at least 99,9% availability. The Supplier’s own service hours are business days from 8 till 16. Response time, when repair of possible disruption or failure has to begin, is 4 h critical, 1 business day serious and 2 business days low classified disruption. Resolution times are accordingly 2 business days critical, 3 business days serious and 5 business days low classified to be solved. The minimum target level for handling disruptions is 90% within the above-mentioned response and resolution times.

Update and support

All License types include normal updates during the contract period. All updates are automatically available for use. Information about updates is available on the Editor support site and in newsletters. User manuals and other support contact information for is also available on the Editor support site.

License types

License types	Lite	Pro	Premium	Enterprise
Editor login credentials	1	1	3	10
Number of photosets	1	3	10	no limit*
Visible hotspots	x	x	x	x
Hidden hotspots	x	x	x	x
Multiple-choice questions	x	x	x	x
Hotspot photo support	x	x	x	x
Linking functionality	-	x	x	x
Online publishing	-	-	x	x
360 Video	-	-	x	x
Hubspot video support	-	-	x	x
Data collection	-	-	x	x
Personalized user interface	-	-	x	x
Visual customization	-	-	x	x
Own application publishing	-	-	-	x
Own user administration**	-	-	-	x
Own file server hosting**	-	-	-	x
On-site setup**	-	-	-	x
Storage capacity	2 GB	5 GB	20 GB	200 GB
Monthly data transfer capacity	100 GB	250 GB	1 TB	10 TB
Monthly fee	99 eur	250 eur	450 eur	1 050 eur

* Storage capacity limits the size of media files.

** Additional fee

Prices

The Supplier reserves the right to changes in pricing. Notification of changed prices will be informed at least a month in advance. Changes in pricing are updated when the contract period changes. Value added tax (VAT) is added to all prices according to the applicable tax rate, currently 24% (4.12.2019).

Licenses:

- Lite 99 eur / month
- Pro 250 eur / month
- Premium 450 eur / month
- Enterprise 1 050 eur / month

Optional features (ask for quote):

- Additional storage and data transfer capacity
- Own user administration, valid for Enterprise License
- Own file server hosting, valid for Enterprise License
- On-site setup, valid for Enterprise License

Contract period

As default the contract period of a License is 12 months and automatic renewal period is always in periods of 12 months unless otherwise agreed in writing. The contract may be terminated by the latest one month before the end of the contract period. The termination has to be done in writing. The License fees are invoiced in advance for the whole contract period.

Immaterial rights

The Customer does not acquire any rights to the software as a service, its functionality or source code, or intellectual property rights related to these. These remain the sole property of the Supplier.

All rights to the material and data produced by using this service belong to the Customer. The Supplier is obliged to keep this information secret and inaccessible to others. If the Customer terminates the License contract, the Customer has the right to remove the desired material from the system before the contract period ends. The material is permanently deleted by Customer request. For clarity, even after deletion of data, the Supplier may retain and utilize the information content and materials generated by the Service in developing its operations and products.

The Supplier has the right to use the Customer's name for reference purposes unless confidentiality is specifically agreed.