



Tennis Analytics Conditions of Service

(updated 7/13/2018)

Scope of Service

- Tagging, indexing of client's raw match footage
- Full-season hosting on TA channel – www.dartfish.tv/tennisanalytics
 - o Season begins August 15th and ends June 30th
- Filter, search and view match events online
- Match Reports
- Includes access to immediate past season match video and reports (for renewal clients)

Premium Packages

- Include TAS premium license for online reports
- Annual, single user license links directly to Tennis Analytics SQL database, and Tennis Analytics channel
- Custom, guided analytics linked directly to tagged match events (SmartLink)

3 Year Contract

- Offered for all regular and premium packages
- Locks in pricing of 1st year of contract
- Includes access to immediate past 3 seasons' match video and reports (where applicable)

Unlimited Packages

- Unlimited season match tagging is based on "Fair Use Policy"
- Blowout matches excluded (match loser wins a total of 4 games or less)
- Includes matches only for top 8 players on official roster

Workflow process

- Dropbox access is provided to each team. A shared folder contains team rosters and schedules (provided by team), Match Details Worksheet templates and Match Reports (posted by TAS). Dropbox is only used for document sharing/collaboration, NO VIDEO.
- Each team is given full season access to the TAS channel on Dartfish.tv
 - o Match Upload - <https://tennis.wetransfer.com/>
 - o Team Collection – viewing and download rights provided to coaches, managers and players affiliated directly with the team. (Please see policy for sharing match video below)
- Team films match and uploads raw footage to TA along with Match Details worksheet
- TA processes (tags) match footage and uploads to Team Collection within 48 hours of receipt of event footage and Match Details Worksheet – single duel meet, additional matches processed on a "followed-by" basis.

- Delivery time is based on a single duel meet. When multiple meets are uploaded at same time, delivery will be on a “followed by” basis.
- Match Reports are posted to team Dropbox folder and also attached/shared with actual match video on channel upon request.
- Team and coaches have individual private access to tagged footage from any web-enabled device.

Match Video Quality

- Client is responsible for providing video that is “taggable.” Essentially, this is complete match video, framed correctly and rendered as a compressed MP4 file.
- File size is dependent on camera resolution settings. Client is advised to set camera to a medium resolution (10mbps) in order to manage file size.
- Incomplete match footage: If match capture begins after the start of the match, exact score information needs to be provided by client.
- Match video should capture the entire court from at least 6 feet behind the near baseline and including all sidelines, to the far side of the court so that all players’ actions can be observed by the tagger. This ensures accuracy of the tagged footage. Wide angle lenses are inexpensive and offer a solution for camcorder-type cameras.
- Any match video that cannot be tagged “as is” due to large file size, late start of capture, poor filming will be charged at 1.5x regular rate. Client will be advised of this and offered a solution.

Match upload process

- Team responsible for own filming
- Upload using WeTransfer dedicated link - <https://tennis.wetransfer.com/> . If client has Dartfish software, uploads can be made to Tennis Analytics channel (Match Upload Collection).
- Match Details Worksheet to be completed by Team coach/manager as part of upload
- Match deadline is 5:00pm Eastern, Monday – Saturday, excluding national public Holidays; match video received after deadline is processed in next day’s batch.
- 48 hour delivery is based on a single duel meet upload; 2 team matches per week. Multiple duel meet uploads are processed on a “followed-by” basis.

Sharing of match video

- Processed video (tagged footage) can only be shared with the team coaches and players.
- All video posted to a Team Collection on TAS channel is confidential. Access rights are given to coaches, players and affiliated staff on an individual basis. Login information cannot be shared with other individuals. This prevents a secondary market emerging from the service, and also guarantees the integrity of the service.
- If opposing teams are both TAS clients and mutually agree to use the same game film, processed footage and reports are uploaded separately to each Team Collection. Both teams are debited for the service. An email verifying mutual agreement will need to be received by TA before service is delivered.

Overage billing

- If a team depletes the contract hours, additional hours can be purchased at a pro-rated amount of the original contract.

Unused hours

- In order to guarantee quality of service and turnaround time, TAS limits the number of clients per season.
- Package hours are only valid during the season; no carryover of unused hours to the following season. Season: August 15th – June 30th .
- For any additional hours purchased after April 1st of any season, ALL unused hours will transfer to following season.

Support

- Phone and email support is provided Monday – Saturday 8:00am – 6:00pm Mountain time
- (435) 200-5854, support@TennisAnalytics.net