

## Daily Operation and Quality Control - Recommended Practices

- ❑ In order to avoid failed catches due to a full disk (a catcher with no available storage capacity cannot catch successfully), it is strongly recommended that the catcher export and space management configuration be set to “**Auto Export/Auto Delete**” or “**Auto Export/Forced Delete**”
- ❑ When a catcher fails to catch three consecutive titles in a given pitch, HBO will **automatically suspend pitching content to that catcher until the issue causing the failures is resolved**. The HBO Hotline will attempt to reach catcher site technical/content management contacts to notify them that there is a problem and will begin the troubleshooting process with them. TTV operates a 24x7 technical support call center (please see below).
- ❑ Remember to **check your HOD/MaxOD UI and compare it to the HOD/MaxOD B-2-B site often** to ensure that all HOD and MaxOD content has been successfully caught and is continuously being properly displayed and is available on the consumer UI.
  - **NEW -- Weekly Pitching Schedule Advisory**: In an effort to help you check that all HOD and MaxOD content has been successfully caught as expected, starting Wednesdays, April 2 (in advance of the weekly MaxOD pitch on Thursdays) the HBO Hotline will be e-mailing a weekly Pitching Schedule Advisory to all affiliate technical HOD/MaxOD contacts listed in our database. The weekly HOD Pitch Advisory is e-mailed on Fridays in advance of the Monday weekly HOD pitch.
- ❑ **Contact the HBO Hotline** via e-mail ([hodhotline@hbo.com](mailto:hodhotline@hbo.com)) to request repitches or as soon as you become aware that content is missing, or suffering other technical problems. Please be prepared to give the Hotline as much detail as possible about the missing content and the problem(s) encountered so that we may help expedite troubleshooting.
- ❑ **Check your e-mail** for monthly category additions/deletions and special advisories from the HOD Hotline containing important information, which may **require your prompt attention at the headend**.