Kaltura Product Specifications catalog

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Kaltura Product Specification catalog

Version: 2026.1

Effective date: September 1, 2026

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About this catalog

This catalog provides specifications for Kaltura products and services referenced in customer order forms. Only the specifications for the products and services listed in the customer's signed order form apply.

The applicable order form and agreement determine the customer's purchased products, services, entitlements, and usage limits.

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AI

Products marked (AI) use artificial intelligence technologies. Use of these features is subject to Kaltura's AI Principles.

Code	Product	Description
40PAC-01	Publishing Agent Credits	*TBD*
AVS-45-ADM	Avatar Video Studio – Admin User	*TBD*
AVS-45-AVT	Avatar Video Studio – Custom Avatar	*TBD*
AVS-45-0M	Avatar Video Studio – Video Minutes	*TBD*
45CNMD-01	Content Moderation (AI)	Automatically moderates content in your videos to flag potentially inappropriate or sensitive language. Analysis is based on transcript data (captions required) and can be evaluated against a default policy or your organization's own custom guidelines; content is then approved or blocked. Moderation results are AI-generated and may contain errors — final review and publishing decisions remain your responsibility. Customized moderation policies require Professional Services hours.
65OCR-01L	Optical Character Recognition (OCR) Search (AI)	Extracts text that appears within video content — slides, graphs, charts — making it searchable. Available within Video Portal and LMS Video, OCR-extracted text is indexed into search results and appears as cue points throughout the video, letting viewers jump straight to the moment that text appears. Built on AWS Recognition.

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Code	Product	Description
21RTAG-01	Rich Media Conversational Agents (AI)	A real-time, AI-powered interactive experience that lets users engage through a lifelike avatar or a chat interface. Admins configure the experience's appearance, voice, knowledge sources, and guardrails so interactions stay within approved content. Usage is measured in interactions: one interaction is either a single avatar conversation of up to 1 minute, or up to 18 queries in chat mode; longer sessions round up to additional interactions. Usage limits and overage billing apply per tier. Customers without an active VCMS contract get 10 TB of storage/bandwidth included; additional usage is billed per GB.
20CNAV-01A	Rich Media Conversational Agents – SDK (AI)	Generates a real-time speaking agent from text or voice input, with synchronized speech and facial animation, streamed over WebRTC for embedding into your own applications or workflows. Agents can be selected from available faces and voices, or created via custom image upload and voice sampling. Outputs are AI-generated and may contain errors — validating and using generated content is your responsibility.
35RTAG-01A	Single-Video Conversational Agents (AI)	*TBD*
95PFMG-01	Lite Migration	*TBD*

Rich Media CMS (formerly KMC)

Code	Product	Description
20BBRD-01L	Blackboard Account	*TBD*

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40BBRD-01A	Blackboard Application	A pre-configured application integration giving users access to core video functionality — viewing, recording, uploading, publishing, searching, and sharing — directly within Blackboard. Built on the Kaltura Application Framework (KAF).
20BRSP-01L	Brightspace Account	*TBD*
40BRSP-01A	Brightspace Application	A pre-configured application integration giving users access to core video functionality — viewing, recording, uploading, publishing, searching, and sharing — directly within Brightspace. Built on the Kaltura Application Framework (KAF).
20CNVS-01L	Canvas Account	*TBD*
40CNVS-01A	Canvas Application	A pre-configured application integration giving users access to core video functionality — viewing, recording, uploading, publishing, searching, and sharing — directly within Canvas. Built on the Kaltura Application Framework (KAF).
50FBCN-01L	Facebook Connector	One-click distribution of video files (VOD), metadata, and targeting parameters from Kaltura to a Facebook page.

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59HYOK-01L	Hold Your Own Key Encryption (HYOK)	Provides a dedicated encryption key for your organization, segregating your data in dedicated S3 buckets to support data security and compliance requirements. Lets you retain ownership and control of your encryption keys, so you can audit, rotate, and secure them independently. • Encrypts file objects only (video, attachments, captions, custom data, etc.) — database records aren't in scope. • Applies to new content only, created after setup — migrating/encrypting existing content isn't included. • If you manage your own key, Kaltura provides prerequisites, definitions, and setup instructions.
40IBMC-01A	IBM Connection Application	Integrates advanced video capabilities into your IBM Connections social business platform.
40RAPT-01	Interactive Video Paths (RAPT) Application	Adds interactive video capabilities within KMS — author videos with branching and customizable hotspots to create a personalized "choose your own adventure" experience that drives viewer engagement. • **Authenticated Users variation:** Unlimited interactive video projects. The number of users authorized to create projects ("Creators") is set by your subscription quantity; Creator licenses are personal and can't be shared or transferred. • **Project variation:** Includes a set number of concurrent projects based on your subscription quantity. A "project" is a single interactive video. • **Unlimited Projects variation:** Unlimited projects and creator licenses, subject to the total authenticated users included in your KMS subscription.

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20JIVE-01L	Jive Account	*TBD*
40JIVE-01A	Jive Application	Integrates advanced video capabilities into your Jive platform.
54CHLP-01	Kaltura 24x7 Channel Live+	A 24x7 live channel (priced per channel) with live cloud transcoding — Kaltura transcodes a single feed into multiple renditions (see supported HD input sources and output flavors). Includes cloud transcoding, live DVR, local ingest point, packaging, CDN tokenization, and 1+1 redundancy. SD/HD+ variations include an Extra-Large Event Service supporting live events up to 25,000 participants (Ireland/Frankfurt) or 50,000 participants (US cloud). Purchase additional Extra-Large Event Service capacity in advance if you expect to exceed these limits.
32ADEM-01L	Kaltura Connector for Adobe Experience Manager	*TBD*
52KEDS-01L	Kaltura Edge Server (KES)	Kaltura eCDN delivers scalable, secure video behind the firewall — high-quality video to any number of users across remote sites and devices, without impacting your network's WAN/LAN. KES provides Live and VOD content caching and delivery within your corporate network, including: • Failover — supports KES redundancy • Stream splitting — a single WAN connection retrieves the source video, then serves multiple clients over the LAN • Prepositioning & pre-fetch of VOD content expected to be popular, during idle network time • Bandwidth throttling and QoS compliance

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59MDRP-01L	Kaltura Media Repurposing	Helps maintain legacy content and optimize storage through automatic procedures such as archiving content, deleting transcoding flavors, deleting content, and exporting content to remote storage.
MAN-50	Kaltura Video Package for Microsoft Teams	Setup and activation of the Kaltura Extension for Microsoft Teams. **Includes:** • Overview of the installation and configuration process • Setup of Kaltura Application Framework (KAF) endpoints for up to 2 Kaltura accounts (typically test and production) • Configuration of the KAF endpoint based on your Microsoft Office setup • Assistance locating, installing, and activating the Kaltura Video app in the Microsoft Teams App Store **Prerequisites:** Your Kaltura KMC account(s) must be active and configured before work begins; your Microsoft 365 admin should review the Setup Guide. **Limitations:** Configuration is limited to up to 2 instances, typically Production and Staging/Testing. **Your responsibilities:** A Microsoft 365/Teams admin must be available as part of the project team, complete installation/configuration with Kaltura's guidance, and confirm project completion.
20KMCA-01L	KMC Account	*TBD*
30KMCU-01A	KMC Admin User	A named administrator with direct login access to the KMC(s) — can be permissioned to multiple KMCs or limited to a single one.
10KMCP-04A	KMC Platform License	Kaltura Management Console (KMC) is the all-in-one interface providing administrative access to the Kaltura Platform.

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40LTCT-01A	Lecture Capture Application	A software-based application for capturing camera and screen in the classroom. Includes automated scheduling workflows, ad hoc recordings, one screen + one camera input support, background upload, and automated publishing to KMS and KAF-based applications.
20MODL-01L	Moodle Account	*TBD*
40MODL-01A	Moodle Application	A pre-configured application integration giving users access to core video functionality — viewing, recording, uploading, publishing, searching, and sharing — directly within Moodle. Built on the Kaltura Application Framework (KAF).
40MSTM-01A	MS Teams Application	A pre-configured application integration giving users access to core video functionality — viewing, recording, uploading, publishing, searching, and sharing — directly within Microsoft Teams. Built on the Kaltura Application Framework (KAF).
20SAKI-01L	Sakai Account	*TBD*
40SAKI-01A	Sakai Application	Adds a fully integrated layer of rich media to your Sakai deployment.
20SRPT-01L	Sharepoint Account	*TBD*
40SRPT-01A	Sharepoint Application	Adds advanced video authoring and management capabilities to Microsoft SharePoint.
50STCN-01L	Standard Connector	Distributes content and metadata to any of Kaltura's supported partners via the standard connector: YouTube, Daily Motion, Comcast, Hulu, Yahoo, and NDN. Each connector can be customized via Professional Services.

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59TMIN-01L	Teams Integration	Ingests Microsoft Teams recordings into KMC, with the ability to automatically include or exclude specific user groups. Uses Kaltura's management capabilities to enhance, tag, and search these recordings. Automated ASR (captioning) services aren't included, and transcoding for this integration includes one flavor. Customers with unlimited bandwidth & storage still need an additional, dedicated bandwidth & storage package for Teams recordings.
CONN-10	WebEx Connector	Automatically ingests recorded WebEx sessions into Kaltura for centralized management and publishing to your applications (KMS, SharePoint, LMS, CMSs), with mobile support.
50YTCN-01L	YouTube Connector	One-click distribution of videos and all metadata from Kaltura to a YouTube channel.

KMS

Code	Product	Description
22KAFA-01L	Generic KAF Account	*TBD*
40KAFA-01A0	Generic KAF Application	*TBD*
40KLMS-19A	Kaltura Meeting Experience	Lets hosts run real-time meetings and classes with up to 300 participants per room.
40SLSH-01A	Kaltura Pitch Application	Lets users easily create and track personalized video messages from desktop or mobile — for internal communications, or for sales and external outreach.
40MSGO-01L	Kaltura Podcasts (KMS Go)	A fully native, brandable mobile app for iOS. Users can watch, listen to, and subscribe to internal podcast channels, or create their own playlists, from within the Kaltura KMS Video Portal — with content discovery, sharing, creation, offline viewing, commenting, and search.

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Code	Product	Description
40KALS-01L	Kaltura Studio	A virtual video studio for creating content and connecting with clients and prospects at scale. Core features include: • Record up to 3 videos and choose 1 to upload • Script Builder • On-screen teleprompter support • Video mixing • Multi-step approval workflow for compliance/regulatory needs • Workflow and approval history for auditing • Email notifications • WORM support • Video lifecycle management • "Log in as" — assign delegates to work on your behalf
20MEDA-01L	KMS Account	*TBD*
40MEDS-01A	KMS Application	Enables community, collaboration, and social engagement through online video, with support for many contributors, moderators, and viewers across channels, projects, and communities.
30KMSC-01A	KMS Creator User	*TBD*
GEN-19	KMS Enhancement Module	A Kaltura consultant works with you to enable, set up, and test a KMS enhancement module. **Limitations:** No extra customization is included; the module's functionality and UI/UX should be reviewed and approved by you beforehand.

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Code	Product	Description
40LWCS-01R	Live Studio (formerly Webcasting)	A comprehensive webcast solution built directly into the Kaltura Video Portal, for creating and managing live streaming events for large audiences. Offers a unified event orchestration workflow with two broadcast modes: • **RTMP Mode (external broadcast)** — Combine slides with an external camera feed via RTMP into two synchronized outputs (slides + video). Built-in transcoding ensures compatibility, adaptive playback, and smooth on-demand recording. Ideal for studio setups with professional production needs. • **Studio Mode (virtual studio broadcast)** — A built-in studio room combining multiple remote presenters, slides, and more — no external encoders or broadcasting software needed. Includes a green room for speaker/moderator prep, audience interaction tools, and full event management (Q&A, scheduled interactions, preview-to-live in one click). Ideal for professional-looking broadcasts without the technical overhead.
45MRKI-01L	Marketo Integration for KMS	Integrates your Video Portal with Marketo to automatically sync user data to your connected Marketo account.

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Code	Product	Description
MAN-20	KMS User Authentication Setup (LDAP or Single Sign-On)	Consultative enablement and configuration support for Single Sign-On (SSO) authentication using SAML v2.0. A Professional Services engagement reviews your authentication requirements, guides configuration, and supports implementation across supported environments. **Outcomes:** SAML SP/IdP metadata exchanged and reviewed; SSO configured for your Content Hub; authentication behavior validated; admins aligned on access flow. **Prerequisites:** Rich Media CMS and Content Hub must already be active; your identity/directory admin must be available. **Out of scope:** SSO beyond SAML v2.0; more than 2 environments (typically staging + production); entitlement or role-based access management; custom identity provider development.
31RMEM-01A	The Room (KME)	A real-time communications (RTC) room for workshops, training sessions, and collaborative gatherings, with two modes: interactive (25 visible / 100 total participants) and webinar (10 visible / 300 total). Features may include engagement tools (polls, quizzes, chat), branding and reactions, operational tools (storyboard, automated recording uploads, breakout rooms, whiteboards), and native video playback. Some branding/reaction features may become unavailable with 30 days' notice.

VPaaS

Code	Product	Description
80VPSS-01	VPaaS License Fee	*TBD*

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Code	Product	Description
10VPSS-01	VPaaS Platform – Number of Authenticated Users	Kaltura VPaaS provides hundreds of cloud APIs, developer tools, and native client SDKs for building large-scale video workflows and experiences. It simplifies building video experiences, workflows, and integrations into your existing applications and environments, with access to ingestion, transcoding, metadata enrichment and management, media delivery and playback, distribution, analytics, accessibility, monetization, security, search, and interactivity services.

Packages

Avatar Video Studio packages

An AI-powered video creation environment that turns enterprise knowledge into structured, avatar-narrated videos at scale. Generate videos from existing content (recordings, presentations, documents) or from a script — Avatar Video Studio handles scripting, narration, and visual sequencing, so teams can produce professional-quality videos without filming, editing, or production skills.

Produces concise, structured videos from short clips up to roughly 20 minutes, publishable across Content Hubs, learning environments, events, and external digital properties. Available for authenticated users; pricing is based on generated video length, with additional costs possible for extended usage or advanced capabilities. Customers without an active VCMS contract may see extra storage/bandwidth charges.

This is an AI-powered product (AI). Use is subject to Kaltura's AI Principles.

Included	Standard	Growth	Enterprise
Product code	AVS-10PKG-01	AVS-10PKG-02	AVS-10PKG-03
Admin users	3	5	10
Video minutes	3,000	8,000	20,000

Other packages

Code	Product	Description

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Code	Product	Description
01EDUS-01L	Education Starter Package	*TBD*
01EDUP-01L	Education Professional Package	*TBD*
01EDUU-01L	Education Ultimate Package	*TBD*
10KGGR-01G	EP Growth Package	*TBD*
10KGEN-01E	EP Enterprise Package	*TBD*
PF-0505-SMB	Promotional Package – SMB	*TBD*
PF-0505-MMP	Promotional Package – Mid-Market	*TBD*
PF-0505-ENT	Promotional Package – Enterprise	*TBD*

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Code	Product	Description
1020VOD-01	Video Portal Package – VOD Only	A complete video destination for centralizing, managing, and delivering video-on-demand at scale. Combines KMC, KMS, and KMS Admin so you can manage content, customize the viewing experience, and securely distribute video internally or externally. Organizes content into channels, playlists, and collections with consistent branding — supporting use cases like internal communications, training, customer/partner education, and knowledge sharing from a single portal. • **KMC** — central content management: ingestion, metadata, permissions, analytics, lifecycle control • **KMS** — end-user experience for discovery, playback, and engagement • **KMS Admin** — full control over portal configuration, layout, branding, and features Designed to integrate into your existing digital ecosystem; live streaming, interactivity, and AI-powered services can be added separately as you grow.
1020VOD-01L	Video Portal Package – VOD + Live Studio	Builds on Video Portal VOD with live event capabilities added directly into the Video Portal experience — produce, manage, and publish professional live webcasts without leaving the portal. Includes everything in Video Portal VOD, plus Kaltura Live Studio (see KMS), so live events transition seamlessly to on-demand: events are automatically recorded and made available for replay.

PathFactory packages

Each PathFactory package includes unlimited content experiences (playlists, template/landing page experiences) used across campaigns and channels, PathFactory Analytics & Reporting dashboards, unlimited Reporting Licenses, and dedicated Customer Success support. All packages require an additional one-time implementation fee.

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Included	SMB	Mid-Market	Enterprise
Product code	PF01SMB-01A	PF01MM-01A	PF01ENT-01A
Website Journey Tracking	Up to 100,000 unique visitors/mo	Up to 250,000 unique visitors/mo	Up to 500,000 unique visitors/mo
Marketing User Licenses	Up to 5	Up to 10	Up to 15
Sales User Licenses	Up to 5	Up to 10	Up to 15
Service Hours	20 (5/quarter)	30	40

Virtual Event Platform

Code	Product	Description
57AIEB-01L	AI Events Bundle (AI)	A suite of AI-driven tools for event management and audience engagement: • **Live Session Assistant** — real-time engagement insights and recommended actions (e.g. launch a poll, send a notification, activate an interactive tool) • **Sentiment Analysis** — tracks audience mood/energy through the session for real-time adjustments and post-event evaluation • **Email Generator** — quickly generates personalized follow-up emails from session data Credits are purchased via Kaltura REACH credits. Built on AWS Bedrock.
54BTST-01L	Branded Template	A customizable, reusable virtual event template with configurable branding/styling, predefined settings, registration, placeholder content, sponsor areas, and third-party integration support — for consistent, efficient event setup.
45ELOQ-01L	Eloqua Application for Video Marketing	Add videos to Eloqua landing pages, track viewer interaction within marketing campaigns, and use that data for segmenting, targeting, scoring, and sales insight.

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Code	Product	Description
95INTG-01PS	EP Integrations	Professional Services for connecting Kaltura Event Platform (EP) with supported third-party systems: • **Marketo** — setup, configuration, and testing at the PID level, supporting one Marketo program per event • **Salesforce** — setup, configuration, and testing at the PID level, supporting one Salesforce campaign per event, including registrant/attendee/engagement data sync • **Webhook** — configuration of webhook- or invite-based registration flows, including field mapping, setup, and QA • **Adobe Analytics / Google Analytics** — analytics integration setup, configuration, and tracking-code deployment support Unless otherwise specified, integrations include standard out-of-the-box functionality only; custom development isn't included.
30EPEM-01A	Event Admins	*TBD*
95EPPS-01	Event Professional Services	*TBD*
95ESLA-01PS	Event SLA (One-Time)	Enhanced support for the duration of a single Event Experience (per the event agenda's start/end dates). During registration, standard SLA applies; support beyond the Event Experience follows your regular support package. Includes up to 8 hours. Minimum notice: 4 weeks before the service start date.
95ESLA-02PS	Event SLA (Recurring)	Enhanced support for the duration of each covered Event Experience (per the event agenda's start/end dates), on a recurring basis. During registration, standard SLA applies; support beyond the Event Experience follows your regular support package. Minimum notice: 4 weeks before each service start date.

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Code	Product	Description
95GAME-01L	Gamification Module	*TBD*
54LVPT-01L	Live (Pass-through)	Up to 3 concurrent live events. Kaltura passes through a single or multiple live stream feed using the same flavor for source and output (no transcoding), with up to 5 flavors.
95LMTG-01PS	Live Monitoring (One-Time)	*TBD*
95LMTG-02PS	Live Monitoring (Recurring)	*TBD*
54PTST-01L0	Preset Templates (Single Track)	*TBD*
30EPSS-01A	SSO Users	*TBD*
80VEPS-03L	Virtual Event Platform Annual License	*TBD*
80VEPS-04A	Virtual Event Platform Registrants/Attendees	*TBD*
59WAFW-01L	Web Application Firewall (WAF)	Real-time protection against common web threats such as SQL injection and cross-site scripting (XSS), designed to secure your web applications.

General

Code	Product	Description
63FRBW-01L	4K for VOD – Storage	Storage for content stored in Ultra HD (4K) flavors in Kaltura's cloud, measured in GB from the first GB. Higher resolution means higher storage usage.
63BAND-03L	Bandwidth	Bandwidth for delivering content from Kaltura's cloud to end users, measured in GB.
61BWST-01L	Bandwidth + Storage	Combined bandwidth (delivery to end users) and storage (content stored in your account, including videos, images, and other files), both measured and aggregated in GB.

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Code	Product	Description
PUB-34	CDN URL Tokenization (house account CDN)	A Kaltura Professional Services engineer configures your video delivery to add URL tokens to CDN links, so delivery methods without token support — or requests without a valid token — are blocked. AES encryption can optionally be added for supported protocols (HLS). Applies to Live and VOD. **Includes:** requirements review, recommendations for application-level access control, delivery profile configuration, maintenance-window coordination, and configuration changes. **Limitations:** Applies only to accounts using Kaltura's house-account CDN — customers using their own CDN or remote storage need a separate estimate. Default token duration is 24 hours. **Your responsibilities:** Provide a point of contact; implement any front-end changes required by access control or delivery protocol restrictions.
59AKML-01L	China CDN – Akamai License	*TBD*
63BAND-02L	China CDN Bandwidth per Year (Tencent)	Annual bandwidth for delivering content from Kaltura's cloud to end users via Tencent CDN, measured in GB. Supports KMS, analytics, APIs, player, and VOD.

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Code	Product	Description
MAN-58	Content Lab Setup	Enables Kaltura's Content Lab and its AI-powered features (AI) through a Professional Services engagement focused on use-case alignment, configuration, and admin enablement — starting with a discovery session on your intended workflows and AI use cases, followed by configuration. **Outcomes:** Content Lab enabled and configured; relevant AI services activated; use cases aligned to recommended workflows; admins prepared for AI-powered content processing. **Prerequisites:** Video Portal must use the supported Design System layout; AI service credits available; content must support transcription-based processing; English-language content only. **Out of scope:** Content creation/post-processing services; non-English AI processing; advanced workflow customization or analytics configuration; AI services not included in your contract.
59CSMO-01L	Custom Module License	An annual maintenance program covering your custom Professional Services module — support for ad-hoc issues, plus monitoring and remediation for issues from platform/application upgrades, security patches, and maintenance updates, per your SLA.

Developer Support — 90DVSPT-01L

Kaltura Developer Support provides technical support, customer success resources, platform guidance, monitoring, and issue resolution services. Each tier includes everything in the tier below it.

Included	Silver	Gold	Platinum
24x7 monitoring	✓	✓	✓
Community forum access	✓	✓	✓
Support portal access & web case submission	✓	✓	✓
Support contacts	1	Up to 3	Up to 5

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Included	Silver	Gold	Platinum
Priority response		✓	✓
Dedicated Platform Customer Success Manager		✓	✓
Access to Professional Services resources		✓	✓
Phone support – Priority 1 cases		✓	✓
Phone support – all cases			✓
Dedicated Support Engineer			✓
Developer onboarding			✓
Quarterly business reviews			✓
Project prioritization assistance			✓
Executive sponsorship			✓

Code	Product	Description
PUB-01	Distribution Connector Configuration	Kaltura configures, activates, and tests one distribution connector: YouTube API, Facebook, or Kaltura's generic FTP connector. **Includes:** a requirements template for account/distribution details, connector configuration and testing via a pre-approved test entry, and training on using the connector. **Prerequisites:** KMC activated in advance; an active account on the distribution site; site credentials provided to Kaltura. **Your responsibilities:** Complete the requirements template; be available to test/verify the connector; identify a video entry for test distribution.
73ENTR-01L	Entries	An "Entry" is any content or media file stored in your Kaltura account(s) during a given month — including audio, video, image, PowerPoint, document, 3D, and point-cloud files.
61FSCD-01L	Fastly CDN	A managed CDN service supporting content distribution, analytics, and player functionality within Russia — limited to analytics, non-tokenized playback, and API access, and provided only to the extent permitted under applicable export control laws and sanctions.

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Code	Product	Description
GEN-51	Integration Scoping: Server-to-Server	Kaltura scopes, designs, and estimates a server-to-server integration between a Kaltura product and a third-party system. **Includes:** a discovery process to gather requirements, a technical design document describing the proposed integration, and effort/cost estimation. **Limitations:** Kaltura's or the third-party system's capabilities may be insufficient for the desired functionality; no software development, additional Kaltura products, or UI design work is included beyond configuration screens needed for the integration.
GEN-02-MAINT	Kaltura Customization Annual Maintenance	An annual maintenance program covering your project's custom development or integration elements — support for ad-hoc issues, plus monitoring and remediation for issues from platform/application upgrades, security patches, and maintenance updates, per your SLA.

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Code	Product	Description
GEN-52	Kaltura Health Assessment	A follow-up evaluation of your Kaltura product usage since go-live, identifying pain points and helping you get more value from your Kaltura products, delivered over 5 consecutive weeks: • **Week 1 – Assessment:** Review your current usage, pain points, and where you see value, to prioritize focus areas. • **Weeks 2–3 – Configuration Review:** Review your current configuration (including installed KMS custom modules) against the latest features, with recommendations and best practices from similar customers. • **Weeks 4–5 – Recommendations:** Document and review recommendations, including baseline setting changes and how to reach your goals. Doesn't include reviewing support tickets, roadmap sessions, additional custom modules, or new feature development.
52KSTS-01L	Kaltura Streaming Server (KSS)	Enables live streaming within your corporate network (behind the firewall): • Live stream real-time transcoding & packaging — ingest a single RTMP source and output multiple transcoded HLS streams for adaptive bitrate streaming • Records live streams into a VOD asset, transitioning seamlessly from live to VOD without changing player configuration KSS typically resides in Kaltura's SaaS environment, unless network/security requirements call for keeping the live stream inside your own data center.

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Code	Product	Description
15TITDR-01A	Kaltura Title II Compliance Data Report	A custom data report, up to 4x per year, to help institutions assess and improve digital content accessibility in line with ADA Title II and III standards, via metadata-driven analysis that flags non-compliant materials. **Includes:** entry-level metadata (name, owner, creation date, tags), captioning status (missing/machine-generated/human-edited), audio description & transcript/download availability, and publishing/visibility/engagement context. Supports strategic planning and budgeting for accessibility work — the report itself doesn't automate bulk remediation.
77LVEV-02L	Live Viewing Hours	For each live event (on Kaltura or a third-party platform accessed through your Kaltura account), session time × number of participants. Example: a 1-hour event with 50 participants counts as 50 Live Viewing Hours.

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Code	Product	Description
PUB-30	ModularDRM Implementation	Kaltura Professional Services enables Kaltura's uDRM product on your account: • Enables uDRM on your account • Creates uDRM-enabled access control profiles based on your existing profiles • Supports creating a uDRM-enabled player instance • Verifies DRM works correctly across main supported browsers **Limitations:** Supports Desktop Web, Apple iOS (Fairplay), and Android (Widevine Modular) only — other devices require separate scoping. Mobile web playback isn't in scope. Not compatible with remote storage or live streaming setups. Widevine Classic (for native) duplicates assets and storage costs. Firefox/Safari/older IE use Silverlight, which may require first-time install/activation. **Your responsibilities:** Work with Professional Services on access control profiles; build any mobile app support yourself using Kaltura's SDK.
OVER-09	Overage Charge – Active Users	*TBD*
72PLAY-02L	Plays/Streams	*TBD*
GEN-02	Professional Service	A Kaltura consultant delivers services per a mutually agreed project requirements document; change requests follow Kaltura's standard change management process.
GEN-27	Professional Services Retainer	Ongoing Professional Services on an hourly basis, delivered by a Project Manager, Solution Architect, Developer, System Engineer, Integration Engineer, or QA Engineer, as mutually agreed. **Limitations:** Specific customizations/projects require a separate contract; hours don't roll over year to year.

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Code	Product	Description
GEN-04	Project Management Hours	A Kaltura Project Manager provides project management services on an hourly basis, as mutually agreed.
55RPHC-01L	REACH – Captions and Enrichment Services Bucket	Kaltura REACH enhances video and audio with machine and human transcription and captioning, supporting content search, metadata extraction, and accessibility. Purchasing a REACH package lets you request transcription/captioning by the minute, choosing turnaround time, language, and service type per asset. Credit is usable for 12 months from your subscription start date (annual credit amounts renew each 12-month period of your subscription term). Unused credit isn't refunded or carried over past its usage window. Consumption is calculated in USD (1 credit = $1.00; other currencies convert at Kaltura's applicable rate). Requesting more than your available credit incurs overages, billed monthly or quarterly in arrears. Services are consumed in one-minute increments (partial minutes round up). Some REACH services use AI technologies (AI).
GEN-50	Standard Custom Development Scoping Service	Kaltura scopes, designs, and estimates a custom web application, custom KMS module, or integration between a Kaltura product and a third-party application. **Includes:** a discovery process to gather functional requirements and desired workflows, a technical design document (with wireframes), and effort/cost estimation. **Limitations:** Kaltura's or the third-party system's capabilities may be insufficient for the desired functionality; no software development or additional Kaltura products are included beyond the time and expertise of Kaltura staff.

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Code	Product	Description
65STOR-02L	Storage	Storage for content stored in Kaltura's cloud, measured in GB.

Support — 90SPRT-01L

A comprehensive customer success and support offering to help you maximize the value of your video platform, combining technical support, platform expertise, and best practices for reliability, performance, and ongoing optimization.

Included	Silver	Gold	Platinum
24x7 monitoring	✓	✓	✓
24x7 community forum access	✓	✓	✓
24x7 support portal access & web case submission	✓	✓	✓
Support contacts	1	3	Up to 5
Priority response		✓	✓
Dedicated Customer Success Manager		✓	✓
Access to Professional Services resources		✓	
Phone support – Priority 1 cases		✓	
Phone support – all cases			✓
Quarterly business reviews			✓
PS project request prioritization			✓
Executive sponsorship			✓

Capabilities listed above reflect what's stated per tier in the source terms — Gold and Platinum may include additional Silver-tier capabilities not repeated in each row.

Code	Product	Description
25TTLE-01A	Title II No Minimum Pkg	Human captioning services include both transcription and captioning, producing a caption file with all spoken dialogue and relevant non-spoken elements. Audio description narrates key visual information for blind and low-vision viewers and is delivered as an alternative audio track — audio description requires a caption file to already exist.
69TSCD-01L	Transcoding – GB	*TBD*
69TSCD-04L	Transcoding SD + HD – per Hour	*TBD*

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Code	Product	Description
59KVOD-01U	Ultra High Definition (UHD) Flavors	Enables ultra-high-definition (4K) streaming and playback for live and on-demand content, with higher bandwidth for delivery and additional storage for high-resolution versions of uploaded files.
56UDRM-01L	Universal DRM (uDRM)	Kaltura's solution for the multi-DRM ecosystem, enabling secure streaming of premium content across browsers, devices, and platforms. Supports Playready (Smooth Stream and Dash CENC), Widevine (Classic and Modular over Dash CENC), and Apple Fairplay. Reduces storage costs and integration effort through on-the-fly DRM, tightly integrated with Kaltura's on-the-fly packager.
LNOOL-1920	Custom Private Training Package – Premium (Recurring)	*TBD*
LNOOL-1930	Custom Private Training Package – Premium (One-Time)	*TBD*
TRN-1100-PKG	Self-Serve and AI-Driven Training Package – Basic (AI)	*TBD*

PathFactory

Code	Product	Description
40PFMUV-01A	PathFactory – 100,000 Monthly Unique Visitors	*TBD*
40PFCF-01A	PathFactory – ChatFactory	*TBD*
40PFCSS-01A	PathFactory – Customer Success Services	*TBD*

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Code	Product	Description
40PFDBC-01A	PathFactory – Database Connector	*TBD*
40PFMK-01A	PathFactory – Marketing License	*TBD*
PF-10-IMP	PathFactory – One-Time Implementation Fee	*TBD*
40PFSA-01A	PathFactory – Sales License	*TBD*

Uberflip

Code	Product	Description
UBFC-0906-STS	Uberflip – 10 Sales Seats	*TBD*
UBFC-0906-MSTR	Uberflip – 25 Marketing Streams	*TBD*
UBFC-0906-PGS	Uberflip – 25 Pages	*TBD*
UBFC-0906-FBK	Uberflip – 250 Flipbooks	*TBD*
UBFC-0906-EXP	Uberflip – Analytics – Explore	*TBD*
UBFC-0906-BYO	Uberflip – Enrichment – Intent – BYO – API	*TBD*
UBFC-0906-OEM	Uberflip – Enrichment – Intent – OEM	*TBD*
UBFC-0906-MAP	Uberflip – Enrichment – MAP	*TBD*
UBFC-0906-HBS	Uberflip – Hubs	*TBD*

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Code	Product	Description
UBFC-0906-LCHB	Uberflip – Localization Hub	*TBD*
UBFC-0906-PTCD	Uberflip – Org – Parent Child Account Relationship	*TBD*
UBFC-0906-SSO	Uberflip – SSO	*TBD*
UBFC-0906-TAM	Uberflip – TAM	*TBD*
UBFC-0906-AI	Uberflip AI (AI)	*TBD*
UBFC-0906-ONB	Uberflip Onboarding	*TBD*
UBFP-0905-PF	Uberflip Platform Subscription	Includes: • Unlimited content experiences (playlists, template/landing page experiences) across campaigns and channels • Website journey tracking for up to 100,000 unique visitors/month • Analytics & Reporting dashboards • Up to 5 Marketing User Licenses • Up to 5 Sales User Licenses • Unlimited Reporting Licenses • 20 Service Hours (5/quarter) • Dedicated Customer Success support Requires an additional one-time implementation fee.

BlueRush

Code	Product	Description
TBD	*TBD*	*TBD*

Media & Telecom

Code	Product	Description

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Code	Product	Description
95AWSE-01L-TV	Enterprise Support Plan (AWS Elemental MediaStore)	AWS Elemental MediaStore is a media-optimized service providing dependable storage performance, video origination, and improved security/visibility for video assets.
0595SSAI-01PS-TV	3rd Party SSAI	*TBD*
0540BEPF-01L-TV	Kaltura BE Platform – License	*TBD*
0540SSAI-01L-TV	SSAI	*TBD*
0595BIDB-01L-TV	Business Insight Dashboard (QuickSight)	*TBD*
0567STRM-01L-TV	1 Million Streams per Month	*TBD*
59APDN-01L0	Anonymous Proxy Detection	Blocks playback for users accessing the service via anonymous services, including proxies, VPNs, Tor nodes, and anonymous hosting services.
10CTCP-01L-TV	CloudTV Custom Product	*TBD*
97CTCS-01PS-TV	CloudTV Custom Setup	*TBD*
PLAY-05A	Develop Custom Player Skin	Kaltura offers a range of player templates and a studio for modifying player colors, text, and functionality. Custom player skins can also be built via this service to match your exact design and layout requirements.
97DOMS-01PS-TV	DevOps Recurring Managed Service	*TBD*
IAPI-01	Ingestion API	API access to support uploading and ingesting content into Kaltura.
MNE-100	Media Edition	*TBD*
0595SU-01PS-TV	Media Services	*TBD*

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Code	Product	Description
TV-ORGMRR-01	Organic Growth MRR	*TBD*
SPMT-010-TV	OTT Support & Maintenance	*TBD*
OVER-15-TV	Overage Charge – 3rd Party Cloud TV	Generic overage charge for third-party usage on OTT customer accounts.
95KMPL-02L-OTT	Platform License Fee	*TBD*
0550RCEN-01L-TV	Recommendation Engine (ML) (AI)	*TBD*
OTT-GENRR-1	Retained Resources	Subject to definition in the applicable Statement of Work.
SUPP-01	Software Maintenance and Support	*TBD*
0550TCSG-03L-TV	Targeted Campaigns & Segmentation	Enables personalized promotion of content and commercial offers to targeted audiences. **Variations:** • **Per Segment** — create and deliver personalized campaigns targeted to audience segments • **Per End User** — extends campaign capacity for additional registered households/end users, per your licensing model
0550TVGN-01L-TV	TV Genie	*TBD*
DRME-01-OTT	uDRM Encrypting	*TBD*
USGT-100	Unlimited Transcoding	*TBD*

Partners

Code	Product	Description
62BAND-04L-CTV	Akamai Bandwidth per Month	*TBD*

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Code	Product	Description
62BAND-06L-CTV	AWS Cloudfront Bandwidth per Month	*TBD*
95ANNT-01A	Annoto License	An in-video interactive design solution for teaching, training, and live streaming, supporting collaborative, engaging, assessment-driven experiences across the video learning journey — with analytics and actionable insights for education and workplace needs.
95AWSM-07L-TV	AWS Media Services	Cloud-based media workflow services for live or on-demand video operations: • **MediaConnect** — live video transport • **MediaConvert** — cloud transcoding for on-demand content • **MediaLive** — live video encoding • **MediaPackage** — video packaging and origination • **MediaStore** — media-optimized storage and video origination • **MediaTailor** — server-side ad insertion and monetization
95AWSE-01L-TV	Enterprise Support Plan (AWS Elemental MediaStore)	See Media & Telecom.
95BRND-01A	Brand3D Application	*TBD*
95BRPK-01PS-TV	Broadpeak Professional Services Fee	*TBD*
95BRDP-01L-TV	Broadpeak Recurring License Fee	Recurring license for Broadpeak reselling.
MAN-71	Broadpeak Setup	One-time setup for Broadpeak reselling.

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Code	Product	Description
95BWET-01A	BW Events Tech – Swoogo Platform License (Annual, up to 5 admin seats)	Annual Swoogo license, billed at actual cost (pass-through).
30BWET-05	BW Events Tech – Kaltura/Swoogo Integration	End-to-end integration work between Kaltura and Swoogo.
70BWET-05	BW Events Tech Professional Services	Technical consulting, implementation, training, documentation, planning, and support for event platform deployments: • Registration Template Build • Platform Architecture • User Documentation • Pre-Launch User Training • Ad Hoc Support & Training (hourly)
95CSTL-01L-TV	Castlabs Recurring License Fee	Recurring license for Castlabs reselling.
55DESC-01A	Descript Editor Seat (AI)	The Editor Seat includes 45 pooled transcription hours per month with multi-language and glossary support, plus text-based and collaborative video editing with smart transitions, timeline export, and unlimited stock library access. AI tools include unlimited voices, studio sound, green screen, eye contact correction, audio regeneration, translation, and custom glossary translation, along with 5 hours of text-to-speech, 2 pooled dubbing hours, and 30 avatar minutes per seat each month. Recording features include 4K video and screen recording plus 25 hours of remote recording per account. Additional partner fees apply for extra remote recording, avatar generation, additional usage minutes, text-to-video creation with ChatGPT, and AI credits.

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Code	Product	Description
95DSPL-01A	Display5 License	A signage streaming platform for corporate signage use cases — company-wide creation, distribution, and logistics of signage streams to digital signs, video walls, kiosks, room panels, and employee desktops.
0595SSSM-01L-TV	FAST Channels and SSAI Support & Maintenance (Evrideo)	*TBD*
95JPHD-01L	Japanese Helpdesk	Japanese-language helpdesk support.
40HLTH-00A	HealthStream Video	*TBD*
95HIVE-00A	Hive Streaming	A video distribution service supporting live and on-demand delivery, multi-bitrate streaming, reporting/analytics, testing, and integration APIs. **Variations:** • **Per Seat** — video distribution, advanced reporting, API access, and Silent Testing where supported • **Per Active Device** — licensed via Active Device Based License (ADBL); a device becomes active when it streams video in a calendar month, with usage-based overage/consumption limits
95HSIA-01L	HIVE Streaming – IT and Network Analytics (VX service)	Real-time insight into livestream delivery components, analyzing performance across stream, CDN, and endpoint segments.
95HIVE-03A	HIVE Streaming VX Services	*TBD*
95AWSD-01PS	AWS Data Transfer Fee	*TBD*
95HRZN-01L-TV	Horizon Recurring License Fee	Recurring license for Horizon reselling.
MAN-78	Horizon Setup	One-time setup for Horizon reselling.

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Code	Product	Description
95ICHNL-01L-TV	I.Channel Recurring License Fee	Recurring license for I.Channel reselling.
MAN-74	I.Channel.io Setup	One-time setup for I.Channel.io reselling.
95VMUX-01A	Idomoo – Video Mux Annual License	Per Statement of Work.
95VMUX-01PS	Idomoo – Video Mux Annual License Setup	*TBD*
0595BIDB-01L-TV	Business Insight Dashboard (QuickSight)	*TBD*
95KLTV-01L	Kollective License	A video delivery licensing solution for efficient, scalable distribution of video content to end users, supporting multiple deployment models and delivery mechanisms, with optimized streaming, analytics, and external-system integration. • **Enterprise License** — annual commitment on contracted unique end users; unlimited deliveries, Kollective IQ Analytics integration, and unlimited network readiness tests • **Essentials License** — annual commitment on contracted unique end users (Browser-based Solution); unlimited deliveries, standard analytics, and unlimited network readiness tests • **Pay-Per-View (PPV) License** — annual commitment on total End User Views (Browser-based Solution); each view decrements one PPV license from your contracted total
95KNTW-01L	Kollective Networking	Peer-to-peer platform license.
95LEAR-01A	Learnosity Annual License	Learnosity Standard License.

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Code	Product	Description
95MGYC-01L-TV	Magycal Recurring License Fee	Recurring license for Magycal reselling.
MAN-73	Magycal Setup	One-time setup for Magycal reselling.
95NPAW-01L-TV	NPAW Recurring License Fee	Recurring license for NPAW reselling.
MAN-72	NPAW Setup	One-time setup for NPAW reselling.
71PLAY-03L	Youbora Analytics Streams per Year	*TBD*
95OTTR-01PS-TV	OTTera Professional Services Fee	*TBD*
95OTTR-01L-TV	OTTera Recurring License Fee	Recurring license for OTTera reselling.
MAN-76	OTTera Setup	One-time setup for OTTera reselling.
OVER-18	OTTera Transcoding Overage	*TBD*
95PWTA-01L	Powtoon Creative Services – Advanced Plan	Includes: initial project consultation, 1 branded intro/outro video scene, 9 branded PowToon templates (custom or PowToon), and 5 custom characters with branded logo (via PowToon's Character Builder). Custom templates support up to 5 scenes each, or 45 total scenes.
95PTWN-01A	Powtoon License	A SaaS platform for creating visual and video communications — animations, explainer videos, product/policy explanations, marketing/sales content, and other digital learning and communication materials. Accessible via integration with your Kaltura MediaSpace (KMS) instance.
95MGCL-01L-TV	Sceenic Recurring License Fee	Recurring license for Sceenic reselling.
MAN-77	Sceenic Setup	One-time setup for Sceenic reselling.

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Code	Product	Description
55PAI-01L	Virtuvent – AI Service (AI)	AI-powered accessibility and content enrichment for live or on-demand media — AI translation and transcription designed for up to 98% accuracy where applicable, plus chapters, summaries, sentiment analysis, and topic recognition.
95VVPN-02L	Virtuvent – AWS Ingest, Encoding and Bandwidth	*TBD*
01CORE-01L	Virtuvent – Core Enterprise	Single live input, scheduled output.
54HMN-01L	Virtuvent – Human Service	Human-powered accessibility and content enrichment for live or on-demand media, designed for up to 99% translation accuracy. **Options:** Audio Description VOD (transcript + visual description), English VOD Transcription, Sign-Language Live Interpretation (ASL/ISL/BSL, picture-in-picture), Spanish Live Translation, VOD Translation/Subtitles.
52MCSI-01L	Virtuvent – Live Captioning Monthly Caption Server Infrastructure	*TBD*
54LVCC-01L	Virtuvent – Live Closed-Captioning	*TBD*
50LDM-01L	Virtuvent – Live Distribution Module	Additional live distribution capacity.
59MAMD-01L	Virtuvent – Multi-Audio Module	Outputs multiple audio feeds on a live event.
EES-03	Virtuvent – Premium Enterprise Encoding Service (Single Event)	*TBD*

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Code	Product	Description
WGE-01	Virtuvent – Premium White-Glove Services for Webcasting (Remote, Single Event)	Professional event support before, during, and after a live event, delivered remotely, up to 4 hours per event. Must be used within 12 months of purchase or your subscription term end, whichever comes first (no rollover). Requires a license to Kaltura Live, Live+, or Webcasting. Must be scheduled at least 10 days ahead (internal event) or 1 month ahead (external event/multi-session conference). Content must be handed off in full at least 1 week before the event. **Includes:** speaker/moderator prep, network & systems testing, encoder/VCI configuration review, a cue-to-cue dry run, content upload/organization and poll creation, real-time technical support during the event, post-event VOD trimming, and post-event reporting.
50REMP-01L	Virtuvent – Remote Presenter (RTC)	Adds remote presenters to live events.
01SLVE-01L	Virtuvent – Simulive Enterprise	Recorded media input, scheduled playout.
WGE-15	Virtuvent – Standard White-Glove Services for Webcasting (Remote, Single Event/Year)	Real-time technical support during a live event, delivered remotely, up to 4 hours per event. Must be used within 12 months of purchase or your subscription term end, whichever comes first (no rollover). Requires a license to Kaltura Live, Live+, or Webcasting; same scheduling and content-handoff requirements as the Premium tier.
01STUE-01L	Virtuvent – Studio Enterprise	Live, recorded media, and graphics input with scheduled output.

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Code	Product	Description
WGE-16	Virtuvent – Studio Production Service (Virtual)	A fully produced show combining live and pre-created content, with support before, during, and after the event, delivered remotely, up to 4 hours per event. Requires a Kaltura Live/Live+/Webcasting license and (ideally) white-glove webcasting services; must be scheduled at least 1 month ahead. **Includes:** cue-to-cue dry run, content prep, pre-recorded video playout, broadcast-grade encoding, sponsorship/ad insertion, support for any live or pre-created content source (slides, lower thirds, remote cameras, video conferencing, custom composites), a dedicated production manager, and post-event VOD trimming. Optional redundant broadcast encoder rental available (Studio Production package only).
90-VSPT-01L	Virtuvent SLA	See SLA documentation for full details.
WGE-14	Virtuvent Studio Production – Remote Production Service (Single Event)	Single-event variant of the Studio Production Service above — same inclusions and requirements.
95WNCR-01L	Wonda VR – Additional AI Credit (AI)	Each AI credit covers GPT-3.5 response generation (up to 16k tokens), 1 minute of multilingual low-latency voice synthesis, and automatic transcription. Credits can be assigned to a specific project and used any time during the contract year.
95WNGC-01L	Wonda VR – Additional Guest Session Credits	Each guest session credit allows one anonymous visitor session, with multiple visits over 24 hours and unlimited session duration. Credits can be assigned to a project and used any time during the contract year.
59KMDL-01L	Virtuvent – Kaltura Integration Module	MediaSpace module connecting Patchbay and the Kaltura API.
AKMA-01	Akamai Media Analytics	*TBD*

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Code	Product	Description
95AWSL-01L	AWS Platform License	*TBD*
OTT-KSPL-01	KSP Account Activation & Setup	*TBD*
99MKTP-01F	Marketplace Partner Fee	*TBD*
500PLAT-01L	NPAW TV Platinum Support	*TBD*
510NPAW-01A	NPAW TV Subscribers	*TBD*
TV-License-01	TVinci License Fee	*TBD*
TV-MRR	TVinci MRR Product	*TBD*
TV-CR/PS-NRR	TVinci Professional Services Fee	*TBD*
95WNVR-01L	Wonda VR License	WondaVR's collaboration with Kaltura offers a comprehensive range of immersive learning and communication services — build 360° VR experiences such as interactive field trips, virtual tours, and product demonstrations, plus real-time communication in virtual classrooms. Includes seamless use of Kaltura media assets and export of session recordings. **License includes:** unlimited spaces & experiences, up to 15 simultaneous participants, LTI/SCORM/xAPI support, no watermark, complimentary guest and AI credits (see table below), Kaltura and SSO integration, chat & email support, and an account manager with SLA.

FTE	Guest Credits	AI Credits
1,000	5,000	0
3,000	5,000	0
5,000	10,000	10,000
20,000	30,000	30,000
50,000	50,000	50,000

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Code	Product	Description
59YBAI-01L	Youbora Analytics Integration	License to use the NPAW YOUBORA Analytics integration for the Kaltura Player — near real-time traffic access to aggregated and heartbeat quality data, and access to standard YOUBORA modules (Dashboard, Audience, Quality, Engagement, Zoom). Includes 50,000 plays/month; additional plays billed monthly in arrears at $100 per 10,000-play bucket (minimum purchasable unit). Example: 60,100 plays in a month = $200 overage.

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