Support and Maintenance (SLA)

1. INTRODUCTION:

The following sub-section covers LISENSOR support services after the end of the first 3 months, as they will apply to the entity designated above. Our applications are supported through a comprehensive support and maintenance service that covers both the application and related technical environment. Licensor's obligations with regard to the installation of the Licensed Software shall be governed by the terms of the quote submitted to the customer.

2. SOLUTION SUPPORT PLANS

LISENSOR offers Standard support options to meet your business requirements:

- Standard Solution Support includes:
  Solution support during regular business hours (Sunday to Thursday 8:00-17:00 GMT +2) by e-mail or phone
- Updates and maintenance releases and patches
- Documentation updates

Support Contacts

To ensure effective communication and timely resolution of issues, LISENSOR requires that you designate central points of contact within your company. Client contacts serve as liaisons to facilitate communication and resolution of client issues. Prior to contacting LISENSOR for support, the designated contacts should have completed the appropriate training presentations.

3. SUPPORT PROCESS

LISENSOR' knowledge management tools are designed to help resolve issues with LISENSOR solutions. Prior to contacting Client Support, please do the following:

- Consult the printed and electronic Help
- Confirm that the problem is related to a LISENSOR application and not your unique technical environment
- Verify that you have implemented a certified software configuration

To expedite the resolution of your issue, the designated support contacts should have the following information documented within the email or available at the time of your call:

- Identify the call as a new or pending issue
- State the nature of the problem (i.e. software, database, enhancement, etc.)
- Identify the version of software and operating system
- Record the sequence of events leading up to the problem. This is extremely important to the investigation, duplication, and resolution of the problem.

4. SEVERITY LEVELS

Each issue is assigned one of the following priorities based on the level of impact on your business:

- **Critical** — The issue has halted your ability to use the Licensed Software.
- **High** — The issue is causing severe restriction to your operation. However, either the system is not down, or a temporary workaround can be provided.
- **Medium** — The issue has limited the functionality of the Licensed Software, although it is not adversely affecting your operation.
- **Low** — The issue is considered a system inconvenience.

Support analysts work with each client to jointly establish a priority and time frame for each reported issue to ensure timely resolution. Depending upon the severity of your issue, LISENSOR defines the responses and resolutions as follows:

- **Response Time** — The time from which a client calls LISENSOR, identifies the priority of a problem, and can expect a returned call to begin problem resolution. Our goal is to acknowledge all requests within two hour during working hours.
- **Temporary Resolution/Workaround** — The time from which the client reports the problem until LISENSOR provides an understanding of the nature of the problem or a workaround.
- **Permanent Resolution** — The time from which the issue is reported until the software defect is fixed in a release and delivered.

5. ISSUE DIAGNOSIS

Our goal is to provide a resolution or a workaround during the initial call. LISENSOR may use any of the following methods to diagnose your issue, depending on the nature of the problem:

- Recreate your issue with sample data at LISENSOR
- Request a copy of your diagram be sent to our support labs for replication at our site
- Request you to send the Licensed Software logs

6. STATUS OF ISSUES

As the issue moves through the resolution process, it is assigned one of the following status levels:

- **Open — Investigation** — The issue is under investigation or is in the process of being replicated by a support analyst.
- **In Development** — The issue has been replicated by a support analyst and has been passed to the product development team for code review.
- **Fixed** — The resolution has been delivered to the client or will be sent in a future release.
- **Waiting for Client Approval** — LISENSOR is waiting for confirmation that the fix solved the problem.
- **Closed** — The client has confirmed that the issue is resolved.

- **Unable to Duplicate** — LISENSOR is not able to re-create the issue. These issues will be closed until reproducible steps are received.

7. RESOLUTION

Depending on the severity of your issue, you will receive the resolution for software defects in one of the following formats:

- **Patch** — For critical issues, a patch may be sent that corrects that specific issue.
- **Update** - Means software which has been produced primarily to overcome defects in the software; Several issues may be resolved in a maintenance release. LISENSOR will notify clients when maintenance releases are commercially available.

8. CRITICAL ISSUE ESCALATION PROCESS

When a critical issue is logged, LISENSOR' management is automatically notified, and a senior support manager is assigned as the resolution facilitator. Regular conference calls will be established to communicate status of the issue until it is resolved or downgraded.

9. SUPPORT POLICY

LISENSOR provides first-level support for LISENSOR applications and any supporting software included on our media. LISENSOR supports each new version of software for a minimum of 12 months following the commercial release date. After the supported time frame has expired, support of previous versions is limited to problem re-creation and identification. Exceptions will be evaluated on a case-by-case basis. LISENSOR will notify clients six months prior to the termination of maintenance and code support for a previous version.

10. CERTIFIED CONFIGURATION

LISENSOR tests and certifies our software on a specific version of the operating system, client application, and database for every new version or release that contains new functionality. Since all issues will be diagnosed using certified versions in our labs, we recommend that clients maintain a certified software configuration.

11. NEW RELEASES

LISENSOR is offering new release of the Licensed Software which primarily provide extension, alteration or significant improvement to the Licensed Software. Software updated will be provided free of charged and will be installed by Licensor or Licensee (if Remote Admin Service was ordered) upon their release. Failure to update the Licensed Software will void the annual subscription without the right for any refund.