

# ColumbiaSoft™

## Customer Program

### Customer Program

We are committed to supporting our customers so that you may leverage full and complete value from your document management investment. Our customer care includes:

- Technical Support Services
- Access to online educational demonstration videos
- New product feature introductions
- Customer portal
  - Software updates
  - Learning center
  - Customer forum

### Technical Support

Our product support team can answer technical questions specific to Document Locator. Our maintenance and technical support services include:

- Access to highly trained technical support professionals
- Live support 9 am to 9 pm Eastern time, (6 am to 6 pm Pacific time) Monday through Friday excluding holidays<sup>1</sup>
- Free software upgrades during the maintenance period
- Documentation to support installation and configuration
- Online knowledge base to provide answers for most common technical questions

Support can be accessed three ways depending on need and urgency.

- Email support request – most effective for non-urgent technical support
- Online form support request – most effective for non-urgent technical support
- Toll-free number – most effective for urgent technical support

By providing multiple ways to meet your support needs, our support staff can quickly respond to critical needs, while also satisfying issues that are less crucial in a timely manner. When this model is applied, most urgent requests can be managed within just a few hours, whereas non-urgent requests can be generally handled within one business day.

### Maintenance and Technical Support Agreement

The Maintenance and Technical Support Agreement is made between the Licensee and ColumbiaSoft. ColumbiaSoft shall provide to the Licensee maintenance and technical support for ColumbiaSoft's core products. ColumbiaSoft will provide first-tier support for certain third-party components used in conjunction with its core products.

### Scope of the Technical Support

ColumbiaSoft's technical support includes technical assistance for the core products it develops or sells.

ColumbiaSoft's technical support includes connectivity issues between the server and the client. Other third-party products used in the core solution mix include Microsoft SQL Server, indexing, and iFilters. Technical support is provided for the initial Document Locator instance of Microsoft SQL Server installation, configuration, and any post-installation connectivity issues, questions regarding backup and restore, as well as troubleshooting performance on the Document Locator instance of Microsoft SQL Server.

Additional ancillary third-party products may include document comparison and/or document mark-up utilities, Web Server, printer drivers, and a firewall. Citrix<sup>2</sup> or Terminal Services connectivity solutions may be used by the Licensee to provide remote access to ColumbiaSoft's product.

Licensee acknowledges support for all third-party components that ultimately fall within the responsibility of the third-party vendor. ColumbiaSoft's technical services approach for its customers does include a first tier of response for technical issues between ColumbiaSoft products and these third-party components. From time to time, issues may result with the third-party component that require ColumbiaSoft's technical representatives to refer the Licensee to use the Licensee's maintenance and support services agreement directly with the third-party vendor for resolution.

Product training and implementation services can be purchased separately. Technical support is for resolving technical issues, and the support team is unable to provide training or implementation services. For more information about these services, please contact your ColumbiaSoft account representative.

### Scope of Responsibility for Licensee's Network / System Administration

Licensee acknowledges that administration for products residing on the Licensee's network system is the responsibility of the Licensee. Licensee acknowledges it is solely responsible for creating and testing backup and restoration procedures for the information residing on its network and personal drives. Licensee further acknowledges it is responsible for retaining expertise to manage its networking computing environments including MS-SQL Server, Web Server and Operating Systems.

<sup>1</sup> New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day following, Christmas Day.

<sup>2</sup> A named user or SAL is required for each connection into DL through either a Citrix or Terminal Services connection.

## Support Protocols

### Email support

ColumbiaSoft will provide email support during office hours in the form of a helpdesk and reception of fault reports. Under normal operating conditions, response will be given within two working days from reception of the question or fault report.

### Fault reports

ColumbiaSoft is considered to be informed of a fault when ColumbiaSoft has received a fault report by email. ColumbiaSoft shall acknowledge receipt of the report.

### Remedy of Fault reports

If serious faults are discovered ColumbiaSoft will first advise how to work around the faults. If a workaround is not possible, the fault will be corrected. Less serious faults will be corrected in the next Software release.

A serious fault is defined as, "The product does not perform according to the published specifications and prevents the customer from performing required business practices. The serious fault does not have a reasonable workaround."

A less serious fault is defined as, "The product does perform according to the published specifications. There is a reasonable workaround to the fault. The less serious fault does not prevent useful application of the tool."

### Responsibility and undertakings of Licensee for Technical Support

In order to assist ColumbiaSoft with identifying the problem, Licensee shall, as far as possible, supply documentation and other relevant information on the problems occurred. Licensee shall appoint a primary and secondary contact who shall be responsible for handling all technical contacts with ColumbiaSoft.

## Requirements

### Effective Dates

Maintenance is effective based upon the signed and dated acknowledgement of the order.

### Maintenance Required

Maintenance is required to receive Technical Support, Software Upgrades, and access to Professional Services. Maintenance must be maintained on all licenses purchased and cannot be reduced to cover only a portion of licenses that are purchased. Maintenance that is expired for an extended period of time (greater than 90 days) cannot be reinstated.

## Product Maintenance

### Updates and new releases

ColumbiaSoft shall supply updates and new releases of the Software when such updates and new releases are ready for general distribution. All installations and software upgrades are the Licensee's responsibility. The assistance of Professional Services may be purchased separately.

Enhancements to the new version of the software may be contained within the base application or may be packaged as a separate module.

### Enhancement Request

ColumbiaSoft encourages requests for software enhancements from its customers. Requests can be sent directly to [engineering@columbiasoft.com](mailto:engineering@columbiasoft.com). All requests received are acknowledged.

For releases which include a major new feature, ColumbiaSoft may invite selected clients or use industry experts to participate in defining requirements and may use these representatives to support alpha and beta product testing.

### Documentation

ColumbiaSoft shall supply documentation in electronic form in conjunction with the release of new versions of the Software.

### Development / Customization

Customization of ColumbiaSoft's core products is prohibited. See End User License Agreement (EULA) at <http://www.documentlocator.com/download/eula.pdf>.

Custom migration support services and integration with other applications can be contracted and supported through ColumbiaSoft's Professional Services division.

ColumbiaSoft does maintain an open API, publishes a data schema guide, and a Software Development Kit (SDK) for those Licensees who would like to integrate Document Locator with other applications used by Licensees. Technical assistance with SDK and database scripting functions are offered through ColumbiaSoft's Professional Services division.