

Maintenance and Support Policy

Updated on: January 1, 2009

I. OVERVIEW

- **Maintenance Agreement** – Single Source shall provide the maintenance services described in this Maintenance and Support Policy, so long as the customer has a valid Maintenance Agreement with Single Source. Please see **Appendix A** for definition of maintenance and support plans available and services provided for each plan. Capitalized terms that are not defined in this Maintenance and Support Policy shall have the same meaning specified in the Maintenance Agreement.
- **Unlimited Access to Single Source Systems Online Service Center** – Maintenance and support plan Customers can access Single Source's Website for help 24 hours a day, seven days a week. On the Website, Customers can obtain the latest product and technical bulletins, download software updates, and obtain product release information. The Online Service Center may be down periodically for administrative and maintenance purposes. Planned maintenance activities will be communicated to the Customer in advance.
- **Software Maintenance Releases** – Throughout the term of the support plan, Single Source will provide the Customer with updates to Customer's Single Source System's software packages. Upon request, these updates are provided at no additional charge and can offer immediate benefits with Single Source's latest product enhancements.
- **Product Upgrades** – Major Single Source product updates and upgrades offering increased product functionality will be provided to you for your covered products at no additional charge during the term of your support plan. Updates and upgrades for host ERP software must be procured by the Customer directly from the host ERP vendor.
- **Urgent Technical Bulletins** – Single Source will notify Customer of urgent technical issues through an e-mail broadcast service. Technical bulletins contain important up to date technical and product information.
- **Fax and E-mail Support** – For non-urgent issues, Customer may can send a fax or email request to the Single Source support team (for urgent issues, telephone support is generally the best way to get fast response). Single Source will endeavor to respond to e-mail and fax inquiries with prioritized status of the request within 2 business days after receipt.
- **Remote Support:** If the Single Source customer support staff determines that dial-in support is appropriate and you have a modem or Internet access for which a Microsoft® Corp. Terminal Server, VPN, or WebEx connection can be established, we may be able to connect directly to your computer to assist in problem identification and resolution.
- **Unlimited Priority Telephone Support:** Single Source is just a phone call away if you need help. Customers can call our support team as often as required for technical assistance with Single Source products.

II. Covered Under Maintenance

Subject to the conditions set forth in the Maintenance Agreement agreed to between the customer and Single Source, the following services will be provided by the Single Source support department based on the customers support level described in **Appendix A**:

- **“How To” Question Support**

The support representative will be available to answer questions on *how* the software is designed to work. On-Line help is currently available for each of the products, but if the customer does not feel that the On-Line help was sufficient enough, they are able to call the support line for additional information.

NOTE: By the nature and frequency of the phone calls from a customer, the support representative may determine that the customer is in need of additional training. At this point, the support representative will notify both the customer and their account representative of the situation. It will be up to the customer and their account representative to agree upon any training that should be provided. Such training will be provided at Single Source's then current rates. We do not expect the customers to use the support line as a training service. This is not fair to the other customers that have gone through a training class and have more advanced questions.

- **Single Source Product Upgrades and Patch Fixes**

At any time, a customer can call the support line and request that the most up-to-date version of the product be sent to them. The support representative will work with the customer to determine which method of delivery works best. This usually depends on the size of the file(s) that need to be sent, along with the speed of the customer's access to the internet versus shipping a new CD.

- **Access To The On-Line Support Center**

Customers that can access the internet will have the ability to use the Single Source On-Line Support Center. This is an on-line application that gives users the ability to view the status of incidents they have logged in the past, and download patches to the products that have currently purchased. The application, also allows the user to obtain demo copies of other “bolt-on” products that exist from Single Source.

III. *NOT Covered Under Maintenance*

The above listed matters are the extent of the maintenance services provided under the Maintenance Agreement. All other matters will be charged on a time and material basis at Single Source's then current rates or on an otherwise agreed upon rate between Single Source and the customer. Matters not included in the maintenance services, include but are not limited to:

- **Implementation Questions**

If the support representative feels that the customer is asking questions that are specific to their business process, the support representative will notify the customer that they cannot answer that question without knowing more about their business and that the question is an implementation issue. Then, the support representative will ask the customer if they would like them to record the information and pass it along to one of our implementation consultants. An implementation consultant will consult with the customer in order to come to an agreement on any work that needs to be done which will be governed by a work order and a professional services agreement between the customer and Single Source.

- **Product Installation/Configuration**

The support line will be available for questions related the installation of the software according to the installation documentation included with the product. System specific questions and unique installation requirements shall require the assistance of an Application System Consultant. Services provided by the Application System Consultant are provided on a time and material basis at Single Source's then current rates.

NOTE: All of our products include documentation on how to perform the installation. Most of the products contain an install script that can be run from within the "base" product.

- **Pre-Release Patches**

If a customer decides to load a pre-release patch or beta release of the software, they can do one of the following:

1. Contact our services group to verify that there are no conflicts between the patch code and the code in the Single Source product. This service will be provided on a time and material basis at Single Source's then current rates.
2. If available, license the source code to the licensed product and perform a conflict check themselves.
3. Load that patch at their own risk. (This is not recommended)

We feel that the attempt to support every pre-release patch would not be beneficial to either our customers or Single Source.

- **Upgrades To Customizations**

If a customer has modified the Licensed Program(s), the host ERP system, or any system for which the Licensed Program(s) interface in any way, the upgrade to these modifications will need to be handled on a time and material basis. As part of the maintenance agreement, the customer will receive the upgraded Licensed Programs, but

will need to work with their professional services partner to upgrade the modifications on a times and materials basis.

- **Data Conversion Issues**

This includes both questions about data schema elements and application problems caused by incorrect data populated from a conversion program.

III. *Call Priorities*

Call priorities determine the order in which the incident (customer issue) will be resolved in relation to all incidents entered in the system. The customer has the right to review the assigned Call Priority (see below) and shall have the responsibility to notify Single Source with a change request. The Single Source Support Manager will review and shall have the sole discretion to make a change to the Call Priority as requested by the customer. A priority change request for an incident with “1”, “2”, or “High” priority as defined below, must be made within 8 business hours of the receipt notification issued by Single Source. All other Call Priority change requests should be submitted to Single Source within 5 business days of the receipt notification issued by Single Source. The below listed table indicates the order in which our staff works on issues reported to product support. Call priority is based on two factors, the type of the call type and the call priority.

A. Call Type consists of one of 4 types:

- **License** (customer is requiring a license key) – usually handled at the time of the call. Rarely requiring more than a day to resolve.
- **How** – usually ‘how’ questions are answered at the time of the call, however, some can carry over for a few days depending on the nature of the call
- **Bug** – indicates that there is a flaw in one of our programs. These incidents are answered based on priority given
- **Enhancement** – indicates that we have agreed to add a feature or function to our software that is beneficial for our general customer base. These incidents are answered but possibly not resolved based on priority given.
- **APARs (SBFs)** – indicates that the customer has requested that we merge code for them due to an SBF they would like to take. This is a courtesy we offer to the customer. We try to fit it in the schedule as soon as the schedule permits. This will usually be within a couple weeks.

B. Call Priority is based on the nature and urgency of a call.

- **0 – Same Day Service** – reserved for those customers who are in a ‘down’ situation (Not used for enhancement requests)
- **1 – Next Day Service** – reserved for customers whose issue is crippling them, yet they are not completely down (Not used for enhancement requests)
- **2 – Second Day Service** – reserved for customers whose issue is crippling, but a little time is available based on the function and when it needs to be fully operational (Not used for enhancement requests)

- **High – 5 business days** –reserved for issues where there are no work-arounds and the issue is related to a critical function such as invoicing or accounting (Rarely used for enhancement requests)
- **Med-High** – Addressed Within 10 business days
- **Medium** – Addressed Within 30 business days
- **Low** – when available

NOTE: The number of business days listed above is the duration in which Single Source will *address* the issue. This does not necessarily mean the issue will be resolved at the time, however someone from Single Source will at minimum try to contact the customer within this time frame. Often additional information is requested from the customer. This could cause a delay in the resolve based on the timely response given for the requested information.

The following table displays order in which our support staff attempts to work on issues that are reported to product support:

Note: Enhancements are not considered late due to their nature.

Seq	Status	Call Priority <i>(See Above for definition)</i>	Call Type <i>See Above for definition)</i>
1	Late	0	Bug
2	On Time	0	Bug
3	Late	1	Bug
4	On Time	1	Bug
5	Late	2	Bug
6	On Time	2	Bug
7	Late	High	Bug
8	On Time	High	Bug
9		0,1,2	Enhancement
10	Late	Med High	Bug
11		High	Enhancement
12	On Time	Med High	Bug
13	Late	Medium	Bug
14		Med High	Enhancement
15	On Time	Medium	Bug
16		Medium	Enhancement
17		Low	Bug
18		Low	Enhancement

Licensing, How and Single Bug Fixes (SBFs) are handled differently. ‘Lic’ and ‘How’ incidents are not given a higher priority than ‘High’ unless special circumstance. SBFs are given med-high and are worked into the schedule as soon as possible,

Seq	Status	Call Priority <i>(See Above for definition)</i>	Call Type <i>See Above for definition)</i>
1	Late	0	License
1	On Time	0	License
2	Late	0	How
2	On Time	0	How
1	Late	1	License
1	On Time	1	License
	Late	1	How
1	On Time	1	How
1	Late	2	License
1	On Time	2	License
	Late	2	How
1	On Time	2	How
	Late	High	How
3	On Time	High	How
		Med-high	APAR

NOTE: The order in which an issue is worked on can also be affected by on of the following:

- **Resource Availability** – We want to make sure that the most appropriate resource is available to handle particular issues
- **On Site Consultants** – Issues logged by consultants on-site tend to get hire priority because the timeframe for resolving these issues may be limited
- **Go-Live vs. Non Go-Live issues** – Informing support of your Go-Live dates can help in the coordination of support resources to get you issues resolved to meet your project plans
- **Date Entered vs Today’s Date** – There are circumstances where based on the timing, an incident of lower priority in the list might be addressed before an incident of higher priority. For example, if an incident was entered ‘High’ today and there is another incident that is late and is a Med High, the Med High might be addressed before the High incident due to our ability to address the ‘High’ priority in time and address the ‘Med High’ priority now.

IV. *Miscellaneous Topics*

- **Access To Customer System** - As a general rule, our support representatives are not supposed to be dialing into a customer system. However, if the support representative feels that they can resolve the problem more efficiently by dialing into the customer's system, they may work with the customer in this fashion. In such an instance, Single Source will not be held accountable for any issues that may occur while on the customer's system.
- **Update of Maintenance and Support Policy** – Please note that this Maintenance and Support Policy may be updated at Single Source's discretion from time-to-time and customer should check this page periodically for changes. Such changes will not substantially change the scope of the services provided but will be made to further communicate additional services provided or to clarify any confusion over the existing services that are already being provided. If changes are made, Single Source will notify all customers by stating the date this plan was updated on this page.

Appendix A

Definition of Maintenance and Support Plans

BRONZE PLAN

The **BRONZE Plan** provides the following benefits:

- **Software Maintenance Releases** – Throughout the term of the support plan, Single Source will provide the Customer with updates to Customer's Single Source System's software packages. These updates are provided at no additional charge and can offer immediate benefits with Single Source's latest product enhancements.
- **Product Upgrades** – Major product updates and upgrades offering increased product functionality will be provided to you for your covered products at no additional charge during the term of your support plan.
- **Urgent Technical Bulletins** – Single Source will notify Customer of urgent technical issues through an e-mail broadcast service. Technical bulletins contain important up to date technical and product information.

SILVER PLAN

The **Silver Plan** is designed for customers requiring periodic interaction with Single Source's support team. The silver plan includes all the benefits of the subscription plan, plus:

- **Unlimited Facsimile, Electronic Mail and Telephone Support for the First 90 Days of Customer's Implementation of Single Source products** - Providing support during this critical phase of the project helps to ensure a smooth and successful implementation. The 90 day period begins on the date Customer licenses the product. Note: The 90 day period applies only to initial implementations and is not included with renewals of the Silver Plan.
- **Fax and E-mail Support** – For non-urgent issues, Customer may can send a fax or email request to the Single Source support team (for urgent issues, telephone support is generally the best way to get fast response). Single Source will endeavor to respond to e-mail and fax inquiries within 2 business days after receipt.
- **20 Additional Support Incidents** - After the first 90 days, the Silver plan provides 20 additional Incidents that you can use during the one-year period. (See definition of "**Incident**" above. These Incidents can be logged with Single Source by telephone, e-mail, or fax. Additional Incident packs are available in 5 or 10 Incident increments. Prices for additional Incidnet packs are listed in the current Single Source Systems Product Price List.

SILVER PLAN (continued)

- **Remote Support:** If the Single Source customer support staff determines that dial-in support is appropriate and you have a modem or Internet access for which a Microsoft® Corp. Terminal Server, VPN, or WebEx connection can be established, we may be able to connect directly to your computer to assist in problem identification and resolution.
- **Two Authorized Points of Contact** - To help ensure the most effective use of your support plan, the silver plan allows you to designate two internal authorized points of contact with the Single Source support team. Only these designated personnel may log a Incident with Single Source.

GOLD PLAN

The **Gold Plan** is a complete support plan and provides the highest level of support available. It is ideal for customers who view software support as critical to their organizations.

Customers who select this plan typically desire a high degree of interaction with the Single Source support team and the assurance of having high priority unlimited access to technical support.

The gold plan includes all the benefits of the subscription and silver plans, plus:

- **Unlimited Priority Telephone Support:** Single Source is just a phone call away if you need help. Customers can call our support team as often as required for technical assistance with Single Source products. Gold Plan customers can contact Single Source customer support via a high priority phone line that places calls at the front of the support queue.
- **Guaranteed Response Time:** All Customers subscribing to the gold plan are guaranteed a response time of two working hours.
- **Assigned Account Manager:** Gold plan customers are assigned a technical account manager (the “**TAM**”). The TAM will act as a prime contact for support issues.
- **Three Authorized Points of Contact** – To help ensure the most effective use of Customer’s support plan, the gold plan allows you to designate three internal authorized points of contact with Single Source’s support team. Only these designated personnel are authorized to log an Incident with Single Source. The gold plan also allows the purchase of the ability to designate additional contacts.

Support Plan Benefits Summary

	Subscription	Silver	Gold
Annual Plan Cost (% of List Price for concurrent users)	15%	20%	30%
Maintenance Releases	Yes	Yes	Yes
Product Upgrades	Yes	Yes	Yes
Technical Bulletin Broadcast	Yes	Yes	Yes
E-mail, Fax Support	No	Yes	Yes
Telephone Support	No	Yes	Yes
Remote Dial-In / Remote Internet Support	No	Yes	Yes
Installation Support	None	90 Days	Unlimited
Initial Incidents Available	None	20	(2) N/A
Number of Contacts	None	2	3
Assigned Technical Account Manager	No	No	Yes
Guaranteed Response Time	No	No	2 hours

1. Support plan must be purchased separately from the Best MAS500 Suite support plan.
2. Incidents are tracked by individual Single Source Systems product and the initial Incident credit upon purchase is 20 per product. The Customer could consume all Incidents for one product, but have all Incidents remaining for another. Incidents may not be transferred from one product to the other.