

# AccessData Support Policy

## Response Times Telephone, Web and Email Support

The Initial Acknowledgement represents the maximum length of time allowed for the Support Technician to acknowledge receipt of your support request and route the request to the appropriate person for resolution.

The following outlines the maximum length of time allowed for initial acknowledgement to occur:

Communication Type	Initial Acknowledgement
Telephone	80% of phone calls during business hours will receive immediate voice contact with Support Technicians.
Voice-Mail	Customers who leave a voice-mail for Support will receive a return call within (8) business hours.
Web / Support Center	Assigned to Support Technician within (8) business hours.
E-mail	Assigned to Support Technician within (8) business hours.

*For purposes of this Support Policy only, "Business Hours" shall mean the following Mountain Standard/Daylight Times: Monday – Friday, 7:00 a.m. through 6:00 p.m. excluding national holidays in the United States.*

## On-Line Support

AccessData's On-Line Support Center provides the following capabilities:

- Access via Web to Knowledge Base articles and solutions
- Report product defects via Web
- Submit Feature Requests / Enhancements via Web
- Access downloads for product updates
- Access product documentation
- Incident Ticket submission via the Web
- Incident submission via e-mail

AccessData software products are managed according to a product life-cycle management program with planned and scheduled updates. AccessData subscribers receive these software Updates and Releases at no charge and will receive notice of such improvements.

## Escalation Procedure

If Customer reasonably believes that the incident report has not received the appropriate response from AccessData (as stated within this policy), the Customer may request escalation. The following AccessData personnel will be made aware of the matter and respond personally to Customer in the following time frame:

- 72 hours after reporting defect: AccessData Technical Support Director
- 96 hours after reporting defect: AccessData Vice President, Sales

AccessData reserves the right to require customers to become fully current for all previous years of unpaid support up to a maximum cost limited to the price of a new license.