

## Standard Support Agreement

### Fort Systems Basic Support Coverage

<b>Contract Term</b>	1 Year (renewable annually)
<b>Support Access Channels</b>	Web and Email
<b>Support Requests Allowed</b>	Unlimited
<b>Who Can Report Support Requests</b>	Up to three users may be enabled submit support requests. All support requests MUST be sent via email to support@fsl.com.
<b>Hours of Coverage</b>	8:00 AM to 6:00 PM EST (USA), Monday through Friday
<b>Auto Acknowledgement</b>	Within one hour we will send a computer-generated message that acknowledges receipt of your report. If you do not hear from us within the hour, we probably did not receive your report. Please send a follow-up inquiry to info@fsl.com.
<b>Request Response Time</b>	A technical support engineer will respond to all Severity 1 requests within 12 hours. All Severity 1 requests received outside of the <b>Hours of Coverage</b> will be responded to on the next business day. We process the requests in the order of their severity.
<b>What we will do if we don't hear back from you</b>	If we don't hear back from you in ten business days, we will close your support request without comment and mark it as "Closed / No response from customer."

### SEVERITY DEFINITIONS

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Request severity is a measure of the relative impact a support request has on the use of our software.

**Critical (Severity 1)** is a support request that prevents initial installation and operation of the software due to a problem with the serial number or, after the software is installed and operational, results in enterprise wide failure of the computer on which the software is installed. It also applies to a situation that renders a mission-critical application unusable, prevents booting of the server, or results in data that is unrecoverable, corrupt, or lost. No workaround or immediate solution is available.

**Major (Severity 2)** describes an issue that prohibits installation or use of a feature described in the documentation or results in the user being critically restricted in the use of the software for a particular purpose or application. A temporary workaround may be available as we attempt to resolve the issue.

**Minor (Severity 3)** applies to a situation that involves partial, non-critical loss of functionality of the software or impairs some operations, but allows the user to continue using the software.

**Cosmetic (Severity 4)** applies to cosmetic issues, including errors in the documentation, general usage questions, and recommendations for product enhancements or modifications.

**Resolution of Bug-Related Requests** We will keep your request open and follow up when a fix is available in a production release. We will also contact you if we post an experimental build that will help with your problems.

## WHAT WE NEED TO HELP YOU

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Fort Systems wants to be as responsive as possible to your support needs. To accomplish this goal, the Fort Systems customer support staff relies on your knowledge, self-sufficiency, and thoroughness during the troubleshooting process. You reap the benefits from this effort — it allows Fort Systems to focus on the more difficult problems and make the product more robust, and it helps control the amount Fort Systems charges for support.

**Knowledge:** You should be experienced in the installation, operation, and maintenance of the hardware, desktop, and network operating systems, and applications in your environment before you install Fort Systems' software. You may need to review related technical documentation for your environment, particularly during the installation, configuration, and running of guest operating systems.

**Self-sufficiency:** We ask you to be as self-sufficient as possible when you encounter problems. You can do this by referring to technical documentation for your environment and by searching the Fort Systems Web site to determine if your issue is addressed before you submit it to our customer support staff.

**Complete information:** As with any troubleshooting process, accurate and timely resolution depends on information. When you request support, provide a detailed problem description, and attach any appropriate log files. At a minimum we typically need the address of the Sender, the Recipient, the date and time the incident occurred and any Message IDs that will help us find the log entries. Unfortunately, when the request information is incomplete, it will take longer to resolve your issue.

If you call us for support, be prepared to provide the same level of information as is requested on the request submission form. You can help reduce the time to resolution by completing the online support request form and attaching files as directed. Then, simply provide us with the request number when you call. We ask that you have immediate access to the computer(s) on which Fort Systems' products are running.

## ACCESS TO TECHNICAL DOCUMENTATION ON FORT SYSTEMS WEB SITE

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Customers have access to Web-based technical documentation and tools for Fort Systems' products, accessible on our web site. This information includes installation guides, answers to the most commonly asked questions, a product FAQ document, and technical notes. Fort Systems continually updates the web site with new technical information, fixes, workarounds, and other information relevant to the operation of the Fort Systems software. Customers are expected and encouraged to monitor the Web site for up-to-date information about using our products.

## FEATURE REQUESTS

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If you come across an idea that you think might make a nice enhancement to Fort Systems' software, your input is always welcome. Please send your suggestions to [improvements@fsl.com](mailto:improvements@fsl.com). You will receive an automated response indicating that your suggestion has been received and forwarded to our engineering staff. Unless additional information is needed, you will not receive a personal response. Any suggestions for enhancements to Fort Systems' software that

you submit will become the property of Fort Systems. Fort Systems may use this information for any Fort Systems business purposes, without restriction, including for product support and development. Fort Systems will not use information in a form that personally identifies you.

### **COVERED IN SUPPORT**

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1. Email Delivery problems resulting from the behavior of our software or the configuration of that software by Fort Systems Ltd.
2. Spam or Virus scanning detection failures resulting from the actions of our software or the configuration of that software by Fort Systems Ltd.

### **NOT COVERED IN SUPPORT**

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1. The customer shall be responsible for installing all updates and new releases according to detailed instructions that will be supplied by Fort Systems Ltd.
2. Email Delivery problems caused by customer's actions such as the improper configuration of the software or failure to follow published instructions.
3. Spam or Virus scanning detection failures caused by customer's actions such as the improper configuration of the software or failure to follow published instructions
4. Operating system problems caused by customer's actions such as deleting critical system files or applications.
5. Network problems caused by customer's actions such improper configuration of firewalls, routers or Domain Name Services (DNS).
6. Real time System Monitoring is not available unless Platinum Support Services have been purchased.
7. Any support requested and provided outside of the **Hours of Coverage**

### **CHARGES FOR WORK NOT COVERED IN SUPPORT**

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Customers will be told in advance if the work they request is not covered under their support agreement and must authorize payment for such support before the requested work can proceed.

Support services requested and provided during the **Hours of Coverage** will be billed at \$90.00 per hour

Support services requested and provided outside of the **Hours of Coverage** will be billed at \$130.00 per hour