

MQ Visual Edit Maintenance and Support Programs and Procedures

This Support Agreement sets forth the scope of the end-user support to be provided by Capitalware in accordance with this Agreement.

Capitalware Roles and Responsibilities

Capitalware recognizes technical support of its products as a cornerstone of its business. Using the policies and procedures below, Capitalware will provide support services including, but not limited to, phone support, email support, problem work around and resolution, incident tracking, problem escalation, and work-around/fix distribution.

Level 1 Support - will include the following tasks:

- Acquire customer profile information
- Document customer environments
- proficiency with most aspects of the product and systems operation
- Perform most aspects of problem resolution where capable
- Identify, gather and document problems symptoms
- Provide software usage support and software installation assistance
- Identify existing bugs and assist in shipping fixes
- Provide existing fix information
- Escalate incidents as per the documented path
- Communicate customer issues/status information
- Provide input on documentation issues
- Maintain timely, complete and accurate problem status data

Level 2 Support - will include but not be limited to the following tasks:

- Problem verification/replication
- Perform all aspects of problem resolution where capable
- proficiency with all aspects of the product and systems operation
- Troubleshoot and debug where appropriate
- Non-code fix problem resolution
- Provide and communicate information not included in documentation
- Escalate incidents as per the documented path
- Maintain timely, complete and accurate problem status data

Level 3 Support - will include but not be limited to the following tasks:

- Any Code changes
- Major design and architectural changes

Support Period

Capitalware will support each release for a period expires twelve (12) months after the shipment of the next UPDATE (hereafter called "Support Period"). During the Support Period for each release, problems therein shall be corrected in accordance with the severity codes and procedures set forth below. After the expiration of the Support Period for a specific release, problems discovered which are also reproducible on the current UPDATE, shall be corrected in accordance with the severity codes and procedures set forth below. Those problems that are not reproducible on the then current UPDATE shall be addressed at a negotiated custom services rate, within a reasonable time after written notification is received from the customer.

Support Contact Times and Numbers

Capitalware's technical assistance 9AM to 10PM EST, Monday to Friday, 9AM to 6PM EST, Saturday, 52 weeks a year excluding standard holidays. (EST is GMT minus 5 hours),

Support Email	Support Phone Number	Support Fax Number
support@capitalware.com	+1-226-980-7307	+1-208-730-7069

Severity Levels and Response Times

Support response times are determined by the severity of an error encompassing CRITICAL, SERIOUS, NORMAL/LOW errors, levels 1,2 and 3 respectively, and supportive documentation related to already reported incidents or problems may be sent over email or Fax.. CRITICAL and SERIOUS errors, Severities 1 and 2 errors respectively, make the product non-functional. NORMAL/LOW errors do not stop production but are deviations from stated product functionality, low impact problems or questions. These are referred to as Severity 3 incidents.

Severity of problems will be established by in accordance with the following table:

Problem Severity	Support Response
CRITICAL: Severity 1 Production system or major application is down or seriously impacted. There is no reasonable work-around currently available. (E.g. system crashes or panics, corrupted data captured).	Capitalware Confirms receipt of problem description within 6 business hours and will provide best efforts for work-around or fix within 24 hours, if the problem is able to be reproduced.
SERIOUS: Severity 2 System or application is moderately impacted. Product function not working. There is no work-around or is cumbersome to utilize.	Capitalware confirms receipt of problem description within 12 business hours and shall provide best efforts to the customer with work-around or fix within 3 business days.
NORMAL/LOW: Severity 3 System or application feature failure, convenient work-around exists. Low impact problems. General product and related environmental questions. Documentation error.	Capitalware confirms receipt of problem description within 24 business hours and shall provide best efforts to the customer with work-around or fix within 5 business days.