



OnPremises Software - Maintenance & Customer Support Terms

If Customer purchases Vantage On-Prem (the "Product"), the following maintenance and support terms and conditions apply.

Maintenance

Smarsh and Actiance shall offer product upgrades to Customer pursuant to a standard release cycle. "Upgrades" are defined as new releases, improvements, enhancements, extensions, revisions and updates to the Product licensed to Customer and which Smarsh and Actiance make generally available, together with related documentation. Smarsh and Actiance shall deliver each Upgrade to Customer at no additional charge as part of the Maintenance and Support Services.

Customer may be required to undergo up to one major and one minor product version Upgrade annually to maintain full interoperability of the products with third party products and networks. (A minor product version Upgrade means any increase in the number to the right of the first decimal point in the product version number. A major product version Upgrade means any increase in the number to the left of the first decimal point in the product version number.)

Smarsh and Actiance will notify Customer of all Upgrades and replacements/phase-outs as far in advance as is reasonably possible, and will provide Customer all relevant release notes and other documentation as soon as possible after notification. Smarsh and Actiance will only support the most recent two major version releases.

Professional Services

Our Professional Services team is available to provide product training and a variety of other services to Customer, such as:

- assistance with product implementation or installation/upgrade of Actiance products
- assistance with network or system architecture, planning or design, as well as network administration activities
- custom application programming
- database installation or migration
- failover and recovery planning
- data recovery

All service functions available through our Professional Services offerings are subject to availability, at its current rates and costs. Please contact your Smarsh or Actiance Account Manager to inquire about any of these services.

Support

We offer a broad range of support services through an experienced team of certified support professionals located around the world. Our support services are designed to provide customers and partners with world-class customer support from a team committed to ensuring your success with our solutions. We offer 3 levels of customer support designed to fit your needs, Standard, Premium, and Business Critical Support.

- **Standard Support** provides customers with answers to product related questions, and provides troubleshooting guidance and tips related to issues incurred with the licensed Actiance Product. Customers receive access to our Community for product documentation, product release notes, access to knowledge base articles, and our online trouble-ticketing system. Standard Support services are available Monday – Friday, 8 am-5:30 pm local time.
- **Premium Support** offers the same services as Standard Support, but offers 24x7 availability and coverage.
- **Business Critical Support** is our most comprehensive service offering. It includes named (dedicated) representatives who ensure every aspect of your service is delivered on time and to your specifications. Contact your Smarsh or Actiance Account Manger to find out more about this service offering and if it's right for your business needs.

Issue Reporting Process

Customers may contact the Support Service-desk by phone or our support website

Support Level	Media and Times available (in Customer Primary Time Zone)
Standard	Community Portal: Monday - Friday 8 AM to 5:30 PM excluding holidays Phone: Monday - Friday 8 AM to 5:30 PM excluding holidays E-mail: Monday - Friday 8 AM to 5:30 PM excluding holidays
Premium	Community Portal: Monday – Friday, 5x24 business days Phone: 24x7 E-mail: Monday – Friday, 5x24 business days
Business Critical	Community Portal: 24x7x365 Phone: 24x7x365 E-mail: 24x7x365

Smarsh and Actiance will usually provide Standard Support within one business day following receipt of notice of an issue.

There are 2 options for opening a support service request:

Community Portal:

Smarsh Central will be your place to download the latest software, access supported platform information, search the knowledge-base, and receive the latest updates and announcements from Smarsh and Actiance. You will also have a quick view of your open support requests, all in one location.

<https://central.smarsh.com/s/>

Login with login credentials that will be delivered by Smarsh or Actiance, once requested:

- Allows the Customer to directly open a support request and attach any files that pertain to the issue
- Create, view or update your support request
- Search the Knowledge Base
 - The Knowledge Base portal allows self-service resolution of your problem and provides you with an easy-to-use online technical research library. The Knowledge Base allows quick searches through the entire database or a product subset.
- Setup to receive notifications about our products
- Access product license key, product release notes, product downloads

Phone:

This option should be used for S1 or high severity issues where you need immediate assistance.

Toll-free Support Line (Direct): US: +1-866-SMARSH-1

When Customers contact Support, the support engineer will:

- Gather pertinent information related to Customer's problem or service request.
- Assign a Severity to Customer's request (see Request Priorities below).
- Open a ticket in Smarsh's issue tracking system and provide Customers with the ticket number.
- Begin to work the problem or fulfill the service request.
- Reassign the service ticket to another support engineer as necessary.
- Keep Customers informed of the case progress or request status.

In the event Customers call outside of normal office hours (8:00 AM to 5:30 PM local time) Customers must provide the following information to the back-up call service:

- Caller's name, account name, call back phone number, email address, product type and version number, new or existing case. If existing case, provide case number.
- Description of the problem.
- Business Impact.

Note: Customer calls may be routed to the back-up call service during normal business hours, in the event all support agents are on another customer call.

Customer Support Service-Desk:

Our Technical Support team is happy to assist Customer by answering product related questions and providing troubleshooting guidance and tips related to issues incurred with the licensed Actiance Product.

Response times

Smarsh and Actiance are committed to rapid response to all Support Requests. All Support Requests can be tracked online by the authorized technical contact who opened the Support Request.

Service-Desk Severity Levels:

Smarsh and Actiance work with our customers to assign the appropriate Severity to the **Service Request**. As the case progresses, the Customer Support team will inform you if the request no longer fits the definition of the original Severity and may propose adjusting the Severity level. Your feedback regarding any adjustment is important to us and we will try to give you advance notice of any plans to adjust the Severity level. However, if we are unable to contact you after repeated attempts to discuss an adjustment, we may temporarily adjust the assigned Severity Level while waiting for your response. Each Customer request submitted to the Support desk is assigned a Severity, based upon the **Service Level Objective guidelines** on the next page.

Customer Support Service Request Service Level Objectives				
Severity	Description	Recommended Method of Contact	Initial Response Time	
			BCS	Standard/ Premium
Severity 1 (High)	<p>Critical production issue that severely impacts your use of the Actiance software in a live production environment and work cannot reasonably continue. The situation halts your business operations and no procedural workaround exists.</p> <ul style="list-style-type: none"> The Actiance Product is down Data is corrupted or lost and must restore from backup A critical documented feature / function is not available <p>Severity 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with Actiance.</p>	Must be reported via phone	<= 1 hour	<= 1 hour
Severity 2 (Medium)	Actiance Product functionality is degraded; the problem seriously affects the functionality of Production software. The product is operational, but only select features or a subset of end users are adversely affected. A certain function is somewhat disabled, gives incorrect results or does not conform to the specifications.	Phone, Online Support Community or Email	<= 2 hours	<= 4 hours
Severity 3 (Low)	Non-critical Product Maintenance, Configuration, or Troubleshooting requests, etc. The <u>Customer can circumvent the problem</u> and use the system with only slight inconvenience. If during implementation the implementation is partially affected or if the issue affects a Test, UAT, SIT, pre-prod or Dev. instance.	Online Support Community or Email	<= 4 hours	<= 24 hours
Severity 4 (Info)	All other non-critical requests. A problem where your business operations have not been adversely affected or a minor condition or documentation error that has no significant effect on your operations; a suggestion for new features or an enhancement regarding the software.	Online Support Community or Email	<= 8 hours	<= 48 hours

Smarsh and Actiance will provide continuous efforts (24x7x365) to resolve Severity 1 reported issues until a workaround or resolution can be provided or until the issue can be downgraded to a lower Severity.

When will Support close your Support Request?

Support Engineers will only close cases when the issue is resolved, and with your confirmation, unless:

- Support has tried repeatedly to contact you, and you have not responded.
- A timescale has been agreed in advance for when the case can be closed if we have not heard from you.

Internal Escalation

While Smarsh and Actiance make every effort to ensure that problems are resolved as quickly as possible, it understands that Customer expectations may not always be met. If for any reason the Customer is dissatisfied with its support experience or does not receive a resolution of its reported issue within a reasonable time frame, Customer may escalate its concern or question. The Internal Escalation list is below. Customers can request the current support engineer to escalate the issue to Support Escalation Management. (Support engineers are required to automatically escalate any issues to the next level within Actiance's escalation chain immediately upon the request of the Customer.)

The escalation path includes the following people/teams:

Escalation Manager/Support Leadership Team



APAC/EMEA Support Manager



Americas/Canada Support Manager



APAC/EMEA Support Sr. Manager



Business Critical Support, Sr. Manager



Business Critical Support, Sr. Manager



VP, Worldwide Customer Support