



Connected Capture Server - Maintenance & Client Support Terms

If Client purchases Connected Capture Server (the "Product"), the following maintenance and support terms and conditions apply.

Maintenance

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

Client may be required to undergo up to one major and one minor product version Upgrade annually to maintain full interoperability of the Product with Third-Party Services and networks. For Vantage Server, (i) a minor product version Upgrade means the monthly or quarterly version releases related to one of the two most recent major versions and named after the month or the quarter of the release, as applicable, and (ii) a major product version Upgrade means the annual or semi-annual version release named for the year (e.g., "Vantage 2017" or "Vantage 2017 R2")

Smarsh will notify Client of all Upgrades and replacements/phase-outs as far in advance as is reasonably possible and will provide Client all relevant release notes and other documentation as soon as possible after notification. For Vantage Server, Smarsh will only support the most recent two major versions. For MobileGuard Server, beginning (i) July 1, 2019, Smarsh will only support release version 3.2.4 and newer, and (ii) January 1, 2020, Smarsh will only support the three most recent releases.

Professional Services

The Smarsh Professional Services team is available to provide product training and a variety of other services to Client, such as:

- assistance with Product implementation, installation, and upgrades
- assistance with network or system architecture planning, design, or administration activities
- custom application programming
- database installation or migration
- failover and recovery planning
- data recovery

All Smarsh Professional Services offerings are subject to availability and additional Fees. Please contact your Smarsh account manager to inquire about any of these Professional Services.

Support

Smarsh offers a broad range of support services through an experienced team of certified support professionals located around the world dedicated to ensuring Client's success with the Product. Smarsh offers two levels of Product support designed fit Client's needs: Standard and Business Critical Support.

- **Standard Support.** Client receives access to Smarsh Central for product documentation, product release notes, access to knowledge base articles for troubleshooting guidance and tips, and Smarsh's online support ticket system. Standard Support for Severity 1 issues is available by phone 24x7.
- **Business Critical Support** is Smarsh's most comprehensive support offering. It includes named (dedicated) representatives who ensure every aspect of Client's service is delivered on time and to your specifications. Client may contact its Smarsh account manager to find out more about this service offering.

Issue Reporting Process

Client may contact the Support Service-desk by phone or through Smarsh Central.

Support Level	Media and Times available (in Client Primary Time Zone)
Standard	Smarsh Central: 24x7x365; Support tickets answered Mon. – Fri. 8 AM-5:30 PM Phone: Mon. – Fri. 8 AM-5:30 PM; 24x7x365 for Severity 1 issues
Business Critical	Smarsh Central: 24x7x365 Phone: 24x7x365 E-mail: 24x7x365

Smarsh will usually provide Standard Support responses within one business day after Client submits a support request.

With Standard support, there are 2 options for opening a support service request:

1) Smarsh Central: <https://central.smarsh.com/s/>

Client may access Smarsh Central to download the latest Upgrades, access supported platform information, search the knowledge-base, see a list of all open support requests submitted by Client to Smarsh, and receive the latest updates and announcements from Smarsh.

Smarsh Central login credentials are required to:

- Create, view, or update a support request and attach any files that pertain to the issue;
- 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.
- Subscribe to receive notifications about Smarsh products and services
- Access Product license key, Product release notes, and Product downloads

2) Phone: 1-866-SMARSH-1 (US toll-free)

This option should be used only for high severity issues which require immediate assistance.

When Client contacts Smarsh for support, the support engineer will:

- Gather pertinent information related to Client's problem or service request.
- Assign a Severity to Client's request (see Request Priorities below).
- Open a ticket in Smarsh's issue tracking system and provide Client 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 Client informed of the case progress or status.

In the event Client submits a request outside of normal support hours (8:00 AM to 5:30 PM local time) Client must provide the following information for follow-up:

- Contact 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.
- Description of the impact to Client's business.

Note: If Client initiates a support request by phone, the call may be routed to a back-up call service during normal business hours if all support agents are on another customer call.

Technical Support Service-Desk:

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

Response times

Smarsh is committed to prompt responses to all Support Requests. All Support Requests can be tracked in Smarsh Central.

Service-Desk Severity Levels:

Smarsh reviews each request to assign the appropriate Severity level to the Service Request based upon the Service Level Objective guidelines located on the next page. As the case progresses, the Technical Support team will inform you if the request no longer fits the definition of the original Severity and may adjust the Severity level as appropriate. Client's feedback regarding any adjustment is important and Smarsh will provide advance notice of any plans to adjust the Severity level when practical. However, if Smarsh is unable to contact Client after repeated attempts to discuss an adjustment, Smarsh may adjust the assigned Severity level without Client's feedback. Client must provide reasonable cooperation, assistance, information, and access to personnel as may be reasonably required for Smarsh to provide requested support.

Service Request Service Level Objectives				
Severity	Description	Recommended Method of Contact	Initial Response Time	
			BCS	Standard
Severity 1 (High)	<p>Critical production issue that severely impacts Client's use of the Product in a live production environment and work cannot reasonably continue. The situation halts Client's business operations and no procedural workaround exists.</p> <ul style="list-style-type: none"> The 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 Client to have internal resources available to work on the issue on an ongoing basis with Smarsh.</p>	Must be reported via phone	30 minutes to 1 hour	30 minutes to 1 hour
Severity 2 (Medium)	Product functionality is degraded; the problem seriously affects the functionality of production software. The Product is operational, but 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 or Smarsh Central	30 minutes to 2 hours	30 minutes to 4 hours
Severity 3 (Low)	Non-critical Product maintenance, configuration, or troubleshooting requests. <u>Client is able to circumvent the problem</u> and use the Product with only slight inconvenience. During implementation, the implementation is partially affected, or the issue affects a test, UAT, SIT, or pre-production instance.	Smarsh Central	2 to 4 hours	8 business hours to 24 hours
Severity 4 (Info)	All other non-critical requests. Client's business operations are not adversely affected; minor condition or documentation error that has no significant effect on Client's operations; suggestions for new features or enhancements for the Product.	Smarsh Central	4 to 8 hours	24 to 48 hours

Smarsh 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?

Smarsh Technical Support will only close cases when the issue is resolved with Client's confirmation, unless:

- Smarsh Technical Support has tried repeatedly to contact Client with no response; or
- A timescale has been agreed in advance for when the case can be closed if Smarsh does not hear from Client.

Internal Escalation

While Smarsh makes every effort to ensure that problems are resolved as quickly as possible, it understands that Client expectations may not always be met. If for any reason Client is dissatisfied with its support experience or does not receive a resolution of its reported issue within a reasonable time frame, Client may escalate its concern or question. The Internal Escalation list is below. Client 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 Smarsh's escalation chain immediately upon the request of the Client.)

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