

INTELLICORP

Technical Support Policy

May 2011

Technical Support Services

IntelliCorp is committed to providing rapid, high-quality assistance to customers that encounter technical issues with our products. For an annual maintenance fee, customers receive the latest software releases and can call on our skilled technical support engineers for help.

Service Availability

Technical support is available between the hours of 6AM and 6PM (Pacific Time), except IntelliCorp holidays. The recommended method for opening a technical support issue is to use our online helpdesk: <http://helpdesk.intellicorp.com/ichelpdesk>.

See the *Contact* section below for other ways to contact your nearest IntelliCorp technical support office.

IntelliCorp recommends customers join our online community – [iShare](#) – as this provides an excellent forum to connect with other users and discover the best ways to get the most from our products.

Product Support Lifecycle

IntelliCorp generally available (GA) product releases are supported for at least one (1) year from their release date. The immediately previous release is supported for at least six (6) months following the release of a new version. For example, LiveCompare 2.4 was released in October 2010. It is supported through at least October 2011 with LiveCompare 2.3 (the immediately previous release) supported through at least April 2011.

For a complete listing of supported products and versions, please download the [Product Support Status](#) document from our website.

There are three stages in a product's support lifecycle:

- Active. IntelliCorp responds to all technical support enquiries. Critical issues may be solved by issuing a hot fix. In general the current GA and (GA – 1) releases are in the Active stage.
- Extended. IntelliCorp responds to all technical support enquiries. Critical issues may require an upgrade to the current GA release (plus hot fix). IntelliCorp may charge to issue a hot fix to an older software version.
- Unsupported. IntelliCorp will respond to enquiries based on available support capacity and skills.

Updates and Upgrades

In consideration of the annual fee paid by Customer to IC for Support, IC will provide each update and upgrade released by IC during a Support term (typically twelve months). Updates or upgrades shall be used exclusively as version replacements for previously released software versions.

Severity

IntelliCorp prioritises its support so that the most urgent issues are resolved first. When opening a support issue, please use one of the following severity tags:

- High. Software crash/data corruption with no recover/workaround option or installation problem.
- Medium. Same as high but a reasonable workaround is available.
- Low. General errors, questions about the operation of the software.
- Enhancement. New/improved feature request.

Response Times

IntelliCorp will make every effort to respond to customer requests for help in a timely manner. The table below sets out our target response times for issues of a given severity.

Severity	Target Response Time
High	1 hour
Medium	4 hours
Low	2 business days
Enhancement	5 business days

Limitations

IntelliCorp shall have no obligation to provide technical support with respect to the software due to any:

1. Misuse, or malfunction of hardware or operating system
2. Repairs or modifications to the Software made by other than IntelliCorp which have caused damage to the software
3. Customer's connection of a device or a program to the software which makes support impractical or which has caused damage to the software or which is not included

General

- A. All software, documentation and media provided by IntelliCorp support are provided subject to the terms and conditions of the End User License Agreement.
- B. Software maintenance is valid for one (1) year from the date of delivery. Maintenance will automatically renew unless Customer has provided written notice to IntelliCorp of its desire to terminate maintenance not less than thirty (30) days prior to the renewal date. IntelliCorp shall send Customer invoices for renewal terms. Unless otherwise stated, maintenance fees for subsequent years shall be nineteen percent (19%) plus a reasonable increase for inflation of the standard list price set forth on the IntelliCorp Sales Agreement. Should Customer fail to renew maintenance by the expiration date, the following reinstatement fees shall apply:
 1. Within ninety (90) days no reinstatement fee shall apply.

2. Within ninety-one (91) to one hundred eighty (180) days the amount to reinstate support shall be standard fee for the delinquent period plus a twenty-five percent (25%) reinstatement fee on the back maintenance fee, plus one (1) year of support
 3. Within one hundred eighty one (181) and three hundred and sixty five days (365) days the amount to reinstate support shall be the standard fee for the delinquent period plus a fifty percent (50%) reinstatement fee on the back maintenance fee, plus one (1) full year of support.
 4. After three hundred and sixty five days (365) days the amount to reinstate support shall be the standard fee for the delinquent period plus a one hundred percent (100%) reinstatement fee on the back maintenance fee, plus one (1) full year of support.
- C. Mentoring and training in usage of the Software, domain-related methodology and design, complex user interface or reasoning designs and custom application development is available from IC at applicable fees.
- D. IC reserves the sole right to modify or withdraw support services for its Software. The foregoing support policies are subject to change from time-to-time.

Contact

Technical support engineers are located in the USA (East and West Coast) and the UK. Please contact the office nearest to you. If you licensed the IntelliCorp software from a third-party, please contact them first.

North America	Europe
IntelliCorp, Inc 2900 Lakeside Drive Suite 221 Santa Clara CA 95054 Tel: (408) 454 3555 Fax: (408) 454 3647 Email: livesupport@intellincorp.com	IntelliCorp Ltd. Laurel House Brotherswood Business Park Great Park Road Bristol BS32 4QW Tel: +44 (0)1454 454 100 Fax: +44 (0)1454 617 363 Email: livesupport@intellincorp.com

Customer Satisfaction

Please tell us if we are not serving you as you would expect. In the first instance please work with our technical support engineer to resolve the issue. If our response continues to fall below the standard you expect, please contact [Kenny Pyles](#) (QA and Technical Support Manager) or [Chris Trueman](#) (CTO).