



Panorama Software Software Maintenance and Technical Support Services Policy

Panorama Software Customer Support

November 2003

Note: Due to the fast pace of the industry and market conditions, from time to time, Panorama Software reserves the right to make changes to its Software Maintenance and Technical Support Policy. For the latest version, please visit: http://www.panoramasoftware.com/products/prod_tech.html.

Software Maintenance and Technical Support Terms

Panorama Software provides Support services for problems that are demonstrable in the applicable release of Panorama Software's licensed products running unaltered on a platform with a configuration in compliance with our documented recommendations, and an English version operating system.

Software Maintenance and Technical Support services are provided in annual support periods. Initial-year annual Technical Support services for Panorama Software products commence on the date of purchase of the Panorama Software products. Thereafter, Technical Support services may be renewed for successive periods of one year.

Panorama Software tries its best to notify the Customer of renewal information prior to the date for renewal of Software Maintenance and Technical Support Services. Related fees are due and payable annually in advance of commencement of the applicable Support Period. Failure to pay Technical Support fees will result in suspension of Panorama Software Technical Support Services and reinstatement fees will apply.

Software Maintenance and Technical Support Service

- **Panorama Software's Americas Support Hotline**

Toll Free: 1-877-709-5858

Or 416-545-0990, press 2

- Support Hours: (schedule may vary on holidays)
- Monday to Friday 2:00 AM to 8:00 PM Eastern
- Sunday 2:00 AM to 12:00 PM Eastern
- Email: support@panorama.com

- **Panorama Software's UK Support Hotline**

UK Toll Free: 0-800-085-8617

- Support Hours: (schedule may vary on holidays)
- Monday to Friday 7:00 AM to 1:00 AM GMT
- Sunday 7:00 AM to 17:00 GMT
- Email: support@panorama.com

- **Panorama Software's EMEA Support Hotline**

International: +972-3-644-2220

- Support Hours: (schedule may vary on holidays)
- Monday to Friday 7:00 AM to 1:00 AM GMT
- Sunday 7:00 AM to 17:00 GMT
- Email: support@panorama.com

Panorama Software Maintenance and Technical Support options:

“Extended” Software Maintenance and Technical Support includes:

- Technical support by phone, e-mail, online
- Product Updates¹
- Bug fixes
- General maintenance releases
- Interim releases
- Documentation updates
- Panorama Software’s knowledgebase information on Technical Support Frequently Asked Questions website
- Free upgrades to New Releases of the licensed Panorama’s software product for the same configuration.

“Standard” Software Maintenance and Technical Support includes:

- Technical support by phone, e-mail, online
- Product Updates
- Bug fixes
- General maintenance releases
- Interim releases
- Documentation updates
- Panorama Software’s knowledgebase information on Technical Support Frequently Asked Questions website
- 50% discount on New Releases of the licensed Panorama’s software product for the same configuration².

Software Releases

New Release - are signified by a change in the integer part of the Version number (e.g. version 2.0 to version 3.0). These releases contain major features enhancements including new functions, technology, and performance enhancements.

Interim Release - Interim releases are signified by a change in the second digit of the Version number (e.g. version 3.1 to version 3.2). Interim releases are delivered only to customers who have requested one of the feature enhancements covered by the release.

Maintenance Release – Updates and bug fixes are signified by change to the build number following the software version number (version 4.1 23 to version 4.1 24) Bug fixes are delivered only to customers who have reported that they have encountered one of the problems addressed in the

¹ “Update” refers to patches to the Panorama Software’s product, including, without limitation, bug fixes, error corrections and those interim releases, which Panorama Software makes available for licensees under paid for Maintenance and Support at no additional license fee other than handling charges if Customer does not accept electronic delivery via a download link provided by Panorama.

² 50% discount applies to the then current prices in effect at the time the product upgrade is requested.

release. Updates and bug fixes may be grouped into Service Packs that are numbered sequentially for each release (e.g. version 4.1 Service Pack 1).

Prior Versions

Panorama recommends that you upgrade to new releases as they become available. Panorama supports the current release of its products and the previous release (with applied patches) of its software directly behind the current release. Releases are signified by changes in any of the digits in the version number.

Panorama Support Representatives

Panorama Software's Support Representatives (PSRs) respond to incoming calls, email and fax messages. PSRs are responsible for:

- a) Coordinating the resolution of the problem
- b) Verifying any reported error, as well as obtaining additional information from Customer
- c) Communicating to the Customer or Partner a resolution, or workaround, or supplying a bug fix, as appropriate.

Support Levels

First Level - problem is resolved by the PSR.

Second Level – if the problem is not resolved by the First Level support, then it is escalated to Second Level where the problem is resolved by a Panorama support expert.

Third Level - problem is escalated and resolved by Panorama Software's R&D department.

Panorama reserves the right to assign, from time to time, 1st and 2nd level support to its Partners in certain locations.

Ticket ID

Each request that comes into the Panorama Support team by any medium (e.g. telephone, e-mail) is logged and assigned a Ticket ID. This unique identifier enables the Customer/Partner and our Panorama Support Representative (PSR) to track a problem until it is resolved. It's important to record this number for reference.

Technical Contacts

For each order for Technical Support services, the Customer must designate one primary and one backup employee ("Technical Contacts"), to serve as liaisons with Panorama Software. The designated Technical Contact is the sole liaison between Customer and Panorama Software for all software product support and shall be based at the customer's premises. To avoid interruptions in support services, customers must notify Panorama Software whenever their Technical Contact responsibilities are transferred to another individual. The Customer shall ensure that each Technical Contact is trained on Panorama Software's products.

Assigning Priority

Panorama Support Center bases response time and the actions to resolve a problem on an assessment of the impact of the problem on the Customer's operations. The following table provides priority level definitions and response time targets. Response time shall mean the time it takes Panorama Support to get back to the Customer and advise the Customer of steps being taken towards resolving the problem. The more impact on operations the higher the priority as outlined below. Customers need to provide input to Panorama Software PSRs regarding the priority of a reported problem.

Priority	Definition/Impact	Standard Response Time
1	The problem causes a critical impact to the customer's operations and the customer's operations cannot reasonably continue.	2 business hours
2	The problem has major impact on the customer business, but customer's operations may continue with certain adjustments.	4 business hours
3	The problem has minimal impact on the customer business or the problem has no business impact.	24 hours

Panorama Software is only responsible for providing support for the failure of a Panorama Software product to materially conform to the functional specifications as set forth in the applicable product documentation. In such cases, if the Customer provides Panorama Support Center with all the necessary components to replicate the problem, Panorama may attempt to resolve the problem, If Panorama can replicate it on its support servers.

For help in gathering information and testing problems that are prioritized as Priority 1 or Priority 2, Panorama requires a customer to be available onsite or by pager during the office hours of our support center, while resolving the problem.

A nonconformity is not considered an error if it results from (a) the Panorama Software product being combined or merged with any hardware or software not supported by Panorama Software; or (b) the error is caused by Customer's misuse or improper use of the Panorama Software product; or (c) if the error cannot be reproduced in an unmodified version of the Panorama Software product running on the applicable platform.

Information Customers/Partners Need When Calling Support

Before Panorama Software can begin work on any problem, information on the nature and location of the problem is required. Whenever an error report or call is placed to the Panorama Support Center, the following information should be provided:

- Customer/Partner identification number
- Company name
- The area code, phone number, fax number and email address
- Mailing address

- The operating system (including version) on which Panorama Software's product is installed
- The Panorama Software product name and version number and build number that this call concerns
- Your network configuration and version, if applicable
- The types and versions of databases you are accessing
- Any program error messages associated with the problem (screen captures would be helpful)
- A detailed description of the problem
- Any steps you have taken in attempt to solve the problem

When you call Panorama Support Center, you will be asked whether this is a new or ongoing call. If the call is ongoing, simply provide your Ticket ID.

For each new support call, a technical contact will be verified and Ticket ID assigned. The Ticket ID should be recorded and referenced in case you want to call back about the status of the problem. The PSR will ask you to provide input on prioritizing your ticket.

You may be connected directly to a PSR when you call Panorama Support Center. If your call cannot be routed to a PSR and is taken by a support coordinator, you will be asked to specify a call priority setting. A PSR will get back to you within the appropriate time frame based on your feedback. If the call cannot be routed to PSR or to the support coordinator, you will be routed to a voice mail. Please specify a call priority setting.

If you do not have a support agreement on the software for which you are calling, you will be directed to a support renewal representative.

Information Customers Need When Submitting a Problem via E-Mail or the Web

You can submit questions and support requests by e-mail, If you choose to report your problem by e-mail instead, please include:

- Customer identification number
- The operating system (including version) on which Panorama Software's product is installed
- The Panorama Software product name and version number and build number that this call concerns
- Your network configuration and version, if applicable
- The types and versions of databases you are accessing
- Any program error messages associated with the problem (screen captures would be helpful)
- A detailed description of the problem
- Any steps you have taken in attempt to solve the problem

Problem Resolution

There are several ways a ticket may be resolved:

- The PSR is able to determine the cause of your problem, and explains the necessary steps to resolve the issue.
- The PSR is unable to determine the cause, and escalates the call until a solution is found.

- If the problem is determined to be a bug, and the support PSR will try to find a workaround. The ticket is closed, but the "bug" report stays open until the bug is fixed and tested.
- If the problem cannot be reproduced, it will be logged and addressed when further information becomes available.

When a problem is reported, our objective is to find a satisfactory solution as soon as possible. The first step is to determine whether there are certain coding techniques or workarounds that meet your business requirement. A workaround provides a temporary solution to complete a task that would not otherwise be possible due to a problem or limitation in the software.

Once a resolution has been reached and approved, the ticket is closed. If you need to test the solution, the Ticket is given a "suspended" status for five days. The call can be reopened if errors recur. If we do not hear from you within the five days, the ticket will be closed.

Software Bugs

If the issue that you are encountering is a bug in Panorama Software's software, Panorama Support records it. When a problem requires a software fix, it is normally delivered in an interim release. When a release is produced that fixes a bug that has been reported, you will be notified and given the opportunity to request that release.

The timing of the releases and the incorporation of particular fixes are solely at the discretion of Panorama Software. In cases where you require a fix as soon as the software has been built, you may be sent a version of the software that has not passed through Panorama Software's normal QA process. Under these circumstances, the Customer acknowledges and accepts that such versions are one off bug fixes for an individual customer and not a commercial release covered by Panorama Software License Agreement. Panorama Software makes no guarantees of the overall quality of the such software and that this software is exempt from the representations and warranties provided in Panorama Software License Agreement, reseller and/or other agreements, and using it is at the Customer own risk.

Reinstatement

In the event that the Annual Software Maintenance and Software Technical Support services lapse, have not been renewed or were never originally procured, a Reinstatement Fee shall be assessed upon re-commencement of the Annual Software Maintenance and Technical Support services equal to the amount of the Software Maintenance and Technical Support fees for the period of lapse plus the annual renewal fee, calculated based on the current Software Maintenance and Technical Support fee in effect at the time of reinstatement. Such reinstatement shall be at the option of Panorama Software and may be subject to additional fees.

Support Upgrades

Panorama's Extended Technical Support service offers free upgrades to major releases as well as additional support services. If your company would like to upgrade from Standard Technical Support to Extended Technical Support, please contact Panorama's Support Center and a PSR will assist you.

Additional Information

Review FAQ's, and discover valuable tips and techniques on Panorama Software's web site. Visit us at http://www.pansw.com/products/prod_faq.html