



Standard Software Support

Technical Support Policy and
Service Level Commitments

Wolters Kluwer Financial Services, Inc. will provide the Customer with its Standard Software Support Services, which are described below:

Standard Software Support

SupportLine provides product service and support through telephone, e-mail, fax, and remote diagnostics. Wolters Kluwer Financial Services also offers product-supporting documentation to inform the Customer of product changes and requirements. Our goal is to resolve issues during the initial contact.

Normal Hours of Operation

SupportLine is staffed from 7 a.m. to 7 p.m. Central Standard Time, Monday through Friday, except holidays.

Contacting SupportLine

Toll-free telephone service: Call 1-800-274-2711, then follow the menu options to reach SupportLine or use the appropriate extension number (see support web site for list).

Voice mail: If the call is not answered within the first few minutes, you will receive an option to leave a message.

E-mail support: Available at support.bankerssystems.com

Fax: Dial 1-320-240-4252, and label your question "Attention: SupportLine."

SupportLine Responsibility

SupportLine will provide support consisting of operational questions, trouble-shooting assistance, and general technical how-to questions. Support will be performed in a timely and professional manner by support technicians familiar with the product and its operation.

Incident Handling

The Customer will contact SupportLine's services in accordance with the contact information listed above. The Customer will supply SupportLine with verifiable and/or reproducible evidence of the issue. SupportLine will log a case for each issue addressed in a call, voice mail, e-mail, or fax. Some cases have answers readily available and are resolved immediately. Other cases may require further research and testing; these are referred to as pending cases. Each case is assigned a specific identification number.

The Customer will submit to SupportLine a listing of output and other reasonably available data that SupportLine may request in order to reproduce operating conditions similar to those present when the Customer detected the issue.

Priority 1. An issue is a Priority 1 if it renders continued use of the product commercially infeasible,

as determined by Wolters Kluwer Financial Services. Upon acknowledgement of a Priority 1 issue, SupportLine will assign technicians to work with the Customer on its request, during normal SupportLine operational hours. The technician will pursue a remedy for the issue and provide status updates at reasonable intervals during normal business hours until a correction or work around is provided.

Priority 2. An issue is a Priority 2 if continued use of the product is seriously inconvenient. Upon acknowledgement of a Priority 2 issue, SupportLine will assign technicians to work with the Customer on its request, during normal SupportLine operational hours. The technician will pursue a remedy for the issue and provide status updates at reasonable intervals during normal business hours until a correction or work around is provided.

Priority 3. An issue is a Priority 3 if the problem does not significantly affect the functionality of the product or any material part of it. All documentation shortcomings, deviations, and cosmetic errors that do not have the consequences defined for Priority 1 and Priority 2.

Customer Responsibility

The Customer will provide the first level of support to its end users and is responsible for administering and referring the Customer's policy, compliance, and technology issues to the appropriate internal party. If the Customer discovers any suspected issue in the system, the Customer will analyze the suspected error to determine if it is the result of the Customer's misuse or misunderstanding of the system before seeking SupportLine assistance.

When issues are reported, the Customer is responsible for:

- Making reasonable efforts to assist Wolters Kluwer Financial Services in resolving problems, including providing all reasonably requested information and notifying SupportLine of any proposed resolution;
- Providing the access link to the site being supported from Wolters Kluwer Financial Services' facilities (Wolters Kluwer Financial Services will use its own PC device at its facilities to initiate access in accordance with the Customer's security requirements);
- Providing full descriptions of product/data conditions present when the issue occurred;

- Contracting directly with third-party software and hardware providers for maintenance support of their software and hardware products;
- Providing all required network and system administration activities;
- Any Internet access or performance problems related to the Customer's phone service, modem, or ISP provider;
- Customer policy as it may be utilized in the solution;
- Compliance for the Customer; and
- Meeting minimum requirements for the software application and/or service.

In the event that Wolters Kluwer Financial Services determines the problem reported by the Customer is directly related to unauthorized alterations, improper use, failure to implement mandatory workarounds, or corrections of the product by the Customer, then Wolters Kluwer Financial Services may charge for employee time expended at the current time and material rates in addition to reasonable out-of-pocket expenses. Or, at the Customer's request, Wolters Kluwer Financial Services shall be released from maintenance obligations for the modified portion of the product (although the Customer will continue to pay the Maintenance Service Fee).

The Customer is responsible to install, administer, and maintain all hardware and software included in the configuration and to have the configuration operational at the time of the installation and operation of the product.

Exclusions From Support

Wolters Kluwer Financial Services will not be responsible for:

- Repairing errors or problems in the product caused by modifications other than those correctly performed to modifiable configuration files;
- Problems caused by failure of the Customer's operations staff to follow instructions or corrective procedures provided by SupportLine;
- Misuse, negligence, willful misconduct, tampering, accident, abuse, fire, flood, wind, earthquake, act of God, or public enemy;

- Hardware malfunction;
- Abnormal environmental conditions (including, but not limited to: voltage, faulty wiring, temperature, humidity, and radio-frequency interference);
- Problems caused by third-party software or embedded in third-party hardware;
- System administration;
- Network management;
- Failure to use a currently supported system revision level;
- Access to and performance of connection to the Internet;
- Issues arising from the Customer not being at the current release level.

In addition to the foregoing exclusions, which are not within the scope of Maintenance Support, the following services are also excluded and will be billed to the Customer separately under the Statement of Work. These add-on services include, but are not limited to, the following:

Technical Support Services, such as:

- Step-by-step help with the installation of software and/or software updates;
- Operating system performance/tuning/maintenance;
- Database-related installations, configuration, and backup assistance;
- Windows® server operating system support;
- Network data backups;
- Network connectivity/performance issues/security issues/permissions;
- Terminal Services/Citrix® support.

Operations Support Services, such as:

- Account management;
- Training;
- Extended support hours;
- Dedicated support staff;
- Travel to the Customer's site and related travel charges.

