On-Premise Support Charter

1. INTRODUCTION

This document defines the scope of the Support Service provided by Hornbill and should be read in conjunction with the applicable Support Services Agreement.

Support from Hornbill is a service to help you with any problems you may have with the purchased software. Hornbill provides this service for purchased software operated in both production and test environments. Except where explicitly indicated otherwise, the Hornbill Support Service is available during normal UK business hours 9:00 through 17:30 UK time Monday to Friday excluding UK public holidays.

You can access our support services using the following methods:

- **Website** – we ask that you raise new support incidents through the web-form provided at https://support-works.com/support/. This webform is optimized for use on mobile devices
- **Customer Support Portal** – by browsing to https://community.hornbill.com/, selecting Get Help and logging in with your customer ID and password which is available from your relationship manager at care@hornbill.com. You can view and update outstanding and resolved calls (as well as raise new ones), vote on which product defects the Development team should work on next, search product documentation and download software. The Customer Support Portal is available 24x7x365.
- **Forums** – We have an active community of users on our dedicated private forums. This is the best place to get questions answered if you are not sure how to do something or want to know more technical details about our products or their functions. You can also search for past solutions or other discussion threads of interest. New product enhancements should also be requested on the forum. As a customer, you may register on the forums at http://forums.hornbill.com/, which are also available to use 24x7x365
- **Email** – you can reply to existing incidents at support@hornbill.com if the call reference is included in the subject line. New incidents should though be raised through the website.

    Software maintenance for access to new versions of the software, including software patches, is also provided and described in section 3 below.

2. SERVICE LEVELS

The following table details the priority classification that Hornbill will assign to any incident that you report. This includes target times for Hornbill to respond and attempt a resolution to the problem. The resolution may solve the problem completely or may provide an acceptable work-around. It should be noted that a target resolution SLA does not apply to incidents once they have been identified as product defects and high priority can only be assigned to issues that are found on systems that are in live use. Additionally, formal Service Levels are only provided for production issues affecting live systems and not issues found on test systems or "How Do I…?" questions.

P	Name	Description	Target Response	Target Resolution
P1	Critical Production Issue	A failure in the production operation of the service rendering the service unavailable or critically impaired. Alternatively, data is corrupted or there is a significant security issue.	15mins	4 business hours
P2	Severe Production Issue	Issues of a high impact causing severe degradation in performance or failure of important functionality. No acceptable workaround is available, but operation can continue in a restricted fashion	30mins	1 business day
P3	Moderate Production Issue	Issues of a moderate business impact where the service is operational and most functions are still available. The impact is an inconvenience which may require a workaround to restore functionality.	4 hours	3 business days
P4	Minor Production Issue	Issues causing a slight inconvenience or inefficient operation of business functions or a minor issue which is has a low or trivial impact on the effective use of the system.	4 hours	5 business days

3. SOFTWARE MAINTENANCE

Hornbill recommends customers keep up-to-date with the latest versions of Supportworks Enterprise Services Platform (ESP), Core Services and the Web Client. All platform versions are compatible with previous versions and we guarantee that existing applications, templates and customisations (N.B. see appendix for clarification on these terms) will continue to work after a platform upgrade. Any variations to this and a proposed solution will be communicated in the relevant product release notes. New versions of our products can be obtained from Hornbill's customer support portal and are available to all customers with a Support Services Agreement valid at the time of the release.

New versions of Supportworks ESP are scheduled to be released quarterly. Engineering Support (i.e. defect fixes) will be provided through cumulative Service Packs, this will continue until superseded by the next version. Additionally, "extended" engineering support will also be provided on one previous significant version for a period of at least 12 months from the release of a new version. At the end of that period, extended engineering support will then roll on to then current version. Advance notice of End of Engineering Support will be provided for each version, as and when relevant. This information will also be outlined in the Release Schedule, which will also be made available to customers.

New versions of Supportworks ITSM applications are scheduled to be released at least once a quarter. Applications which have not been customized may be upgraded to later versions with minimal effort by following the upgrade path communicated in the application release notes. The complexity of the upgrade of an application to a later version is heavily dependent on the level of customization applied. To migrate to a newer version of the ITSM application, any existing customisations applied to your current application need to be re-applied to the new application once installed. Engineering support is provided on all previous versions of the ITSM Enterprise, ITSM Foundations, FMSD and HRSD applications.

4. DEVELOPER

If you have purchased developer support, Hornbill will additionally provide:

- Access to the dedicated developer support area on our support forums
- Access to a development support engineer on a case-by-case basis as required – this is chargeable at our prevailing hourly rate
- Access to developer tools to assist in application development and testing

5. WHAT'S EXPECTED OF YOU

To get the best outcome and solve problems as quickly as possible we need you to help Hornbill support. Hopefully you won't be asked for too much but please try and help as much as you can. Please be concise with your questions and calls for help. Don't assume that our support team will understand the details and intricacies of your environment or use of our software and every customer is different so we have to assess each request on the information provided. If we do not have enough information about the nature of your request, it is likely to work its way down the priority list. If you have specific needs and expectations, please tell us in advance and we will strive to accommodate you.

As mentioned, we ask that "How do I…?" type questions are posed on our customer forums. The reason for this is two-fold. In the first instance, it ensures that other customers can benefit from the information provided. Secondly, it opens the question to the broader Supportworks community, which includes other customers with significant experience of Supportworks as well as other experts within Hornbill not working directly in the Support Team.

6. EXCEPTIONS

We are committed to helping you but unfortunately cannot provide support or help configuring systems or software that are not shipped as part of our product set. This includes (but is not limited to) providing technical support or help on: -

- E-mail Systems including Microsoft Exchange, Lotus Notes, Gmail, SendMail or any other similar systems. We expect you to have in-house expertise that can ensure we have accessible, standards compliant IMAP, POP3 and SMTP services to integrate with. We can easily identify issues from our software and pass relevant information on to your mail system administrator where the problem lies outside of the Supportworks software.
- Database systems including MS SQL, Oracle or MySQL (with the exception of the MySQL version provided as part of Hornbill's Core Services). If you have chosen to use one of these databases, we expect you to have in-house expertise in administration and supporting the database of choice. In the case where we are providing support on our product and we need to diagnose potential database issues we would need access to your in-house database experts to help resolve the issue.

- Related third party products – we provide connectors to integrate with a number of IT management products like asset tools and telephony systems. Whilst support is provided on the connectors, we do not provide any advice, help or support configuring these systems beyond connecting to them in the way prescribed. We would expect you to have in-house expertise and perform any changes/configurations that may be required in order to effect a successful integration.

- Windows Operating System / AD – we integrate tightly with Active Directory but we do not provide support for it and cannot know your organization's security, domain/tree/forest structure or other networking setups. We require a working windows server and a working TCP/IP network and most likely a Windows Service Account that has the required local and network privileges. We expect you to have in-house expertise in relation to your own networking and windows server deployment and may need access to that expert if we believe the problem relates to server or networking environment.

- Web Servers – We do not provide technical support or assistance on setting up, configuring or diagnosing IIS or Apache (with the exception of the Apache version provided as part of Hornbill's Core Services) web servers. Our software makes use of a pre-configured open WAMP stack (known as Hornbill Core Services) which we fully support.

- Virtualization – Supportworks ESP is compatible with all common virtualization technologies including VMware, Hyper-V, Xen, KVM, Citrix etc. However, we do not provide technical support or assistance on the use or configuration of these technologies or their underlying infrastructure such as storage or networking.

- We do not provide advice on programming PHP or JavaScript or SQL as part of our contractual support obligations. However, we do have a very active forum where people (including Hornbill's own staff) are willing to help in these areas.

In addition to these explicit exclusions, there are certain other areas that we are sometimes asked to provide help on which is generally not covered by support. These areas can mostly be categorized as over-the-phone training or over-the-phone professional services. We provide training and consulting services to ensure you have access to this level of help if needed. As time permits, we will always strive to go above and beyond our contractual obligations to help you but we cannot take formal responsibility for the suitability of the advice or sample reports, queries and configurations that might be provided. These include, but are not necessarily limited to the following areas.

- Performing or investigating problems with application customisations or advising on the same

- Writing reports or queries to extract specific data from a customer's system

- Writing JavaScript, PHP, HTML or CSS code, or advising on the same

- Creating business processes in the BPM

- Creating VPME scripts or advising on the same

- Providing advanced advice/training over the phone to use complex areas of the product or teaching you how to administer or use areas of the product because your experienced system administrator no longer works for you

- Advising on specific business processes such as ITIL or ISO20000

7. COMPLEX OR DISPUTED PROBLEM DIAGNOSIS

From time to time problems may arise where it is not obvious if the problem lies within our products and solutions or with your internal systems or environment. In these cases, it can be difficult to investigate and diagnose the problem. We are very happy to take on the investigation work and diagnose these types of problems, even if that entails looking at other systems that we would not ordinarily support. In these circumstances, we will clearly document the details and evidence relating to the problem. In the event the fault proves to be caused by any aspect of the customer's specific IT environment, third-party system deployed by the customer or relates to customer-developed customisations, settings or adaptations, the time and effort taken to resolve the problem will be detailed and charged to the customer at our current professional services rates. Hornbill has no automatic right to invoke this clause, but will instead seek specific approval from the customer to do so and ask the customer to sign an agreement on a case by case basis where necessary.

8. ESCALATION CHANNELS

If we fall short of the standards you expect from us or you have any other feedback about the team or the handling of your issue, please do not hesitate to let us know. The Support Manager is responsible for ensuring the team deliver excellent customer service and so will be not only eager to understand any concerns you might have but also interested in understanding if there are any learning outcomes for the team from your experience.

You can escalate your issue by emailing escalation@hornbill.com. In the unlikely event that this escalation channel does not lead to a satisfactory outcome, please contact care@hornbill.com. Of course, we also greatly welcome your feedback where our team have exceeded your expectations and delivered exceptional customer service.

9. UNSUPPORTED CUSTOMERS

As much as we hope that you will remain a supported customer for a long time we understand that you may decide to continue to use the software but do not want to renew a support and maintenance contract. Any customer using our software, regardless of the existence of a commercial support contract is still a customer and accordingly we are still able to provide you with technical support on a simple pay-as-you-go basis, but the following caveats apply:

- You may log a support call with us but you will be asked to pay with a card or other direct payment method for each incident you log with us. The payment is required in advance of providing any support or advice. The charges will be at our then current rates, the charge will be a per-incident cost plus 15-minute increments for the time beyond one hour we spend providing the support to you. A detailed log of activities as well as the final charges will be provided to you at completion and resolution of each incident.

- If you are in a period where renewal has been delayed for whatever reason, and you subsequently re-instate your support and maintenance contract with us and this is backdated to the end of the previous contract then all and any charges made for support incidents in the same period will be credited and refunded in full.

- If the resolution of your support incident requires that you upgrade to a later version of the software, unfortunately you will not be able to take that option as only maintained customers may take the latest upgrades. In this case, you will need to fallback to any workaround we can provide you.

- Although we will seek to support you in a timely manner that is commensurate with the priority of your issue, please understand that in busy periods we will always prioritize support incidents for customers who are supported under a valid support and maintenance contract with us and as a result you may experience longer waiting times in our busy periods.

10 APPENDIX

Application: This term indicates an out-of-box and versioned solution which is generally available to customers. The application parts of Supportworks consist largely of the configurable forms used for handling calls, for managing customer-related and asset-related data and, where applicable, for building business processes.

Customization: A customisation is a non-configurable change, addition or modification to any of the standard out-of-the-box tables, forms, VPME or PHP pages that make up the original application provided by Hornbill at the time of installation.

Engineering Support: This refers to the support required from the software development team to address product defects. The End of Engineering indicates that no further patches, service packs or other software deliverable will be made available on that particular version. Unless otherwise indicated, support from the Support Team will though still be available.

Template: This term indicates a pre-packaged point-in-time solution. Examples include IT Helpdesk (ITHD), Customer Support (CS) and Freedom of Information (FOI) templates.