MAINTENANCE PLAN

WiSys has designed our Maintenance plan to provide software updates and technical assistance to those customers who are current with their annual maintenance plan and who have resources trained during implementation. It is our intention to assist customers and resolve issues covered by this agreement as quickly and efficiently as possible. The remainder of this document will define the benefits and guidelines of the plan.

Technical Assistance Coverage:

Your trained central point of contact can submit an unlimited number of incident reports between 8:00am and 5:00pm Eastern Time (EST) Monday through Friday. You may submit reports in the following ways:

- Calling our help desk for urgent issues at (770) 955-3530 x3
- Sending an e-mail to support@wisys.com

Contacting WiSys employees directly by phone or e-mail may delay a response to your request. Using the methods above is the quickest way to make us aware of your issue.

If your request is urgent, please place a phone call to 770-955-3530 x3 and leave a concise message if necessary. For matters that are not as urgent, please send an e-mail. Whether submitting a request for assistance via the phone or by e-mail, you will receive an e-mail confirmation from WiSys acknowledging receipt, providing you with a case number and severity level per the Response Guidelines and Severity Definitions outlined below. Using this case number will assist us when communicating with us about your request.

WiSys is here to assist with the following: questions about software functionality, troubleshooting anomalies and errors associated with applications developed by WiSys, or updater support.

Response Guidelines:

We will make reasonable efforts to respond to your service requests per the following guidelines:

- 90% of Severity 1 service requests within 4 hours (available 8AM EST – 5:00 PM EST Monday through Friday).

- 90% of Severity 2 service requests within 8 business hours.
- 90% of Severity 3 service requests within the next business day.
- 90% of Severity 4 service requests within the next two business days.

WiSys Technical Personnel are available to assist with level 1 and mutually agreed upon level 2 severity requests during normal business hours. WiSys Technical Personnel will provide assistance in managing critical assistance requests as follows:

- Define your service request Priorities
- Coordinate virtual meetings with WiSys personnel and your customer contact(s) to aid in the resolution of critical service requests
- Define and maintain a record of all actions related to resolve critical issues
- At your request, help execute specific tasks on your assistance requests
- Communicate your critical assistance requests to appropriate WiSys and customer personnel.
- Prioritization of your defect request with the WiSys Product Development Team

Severity Definitions:

Severity 1

Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency.

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- After an update, if your system loses functionality that worked prior to the update (a regression error)

WiSys maintains the highest level of commitment in resolved severity 1 issues. We will make all attempts to address these issues within 24-hour notification to WiSys assistance services.

Severity 2

You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

<u>Severity 3</u>

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

<u>Severity 4</u>

You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

Customer Assistance:

Although not required for assistance, if the following suggestions are carried out prior to contacting WiSys, the effort can result in a quicker resolution.

- Establish a central point of contact at your company to report issues to WiSys and continue to work with us until a resolution is achieved
- This contact should check our knowledge base under the support section of our web site for a resolution prior to contacting WiSys. Please visit www.wisys.com.
- This contact should also have the necessary access, or be able to contact someone quickly that has the necessary access, to provide WiSys technicians with the ability to access SQL & Terminal Servers with administrator level rights. This level of access will ensure WiSys technicians have all the tools available to them that can lead to a quicker resolution.
- Establishing a central point of contact in an organization is an effective way to identify internal areas within the organization that might need more training on WiSys products.

Remote Access May Be Required:

Particularly when anomalous issues arise, WiSys technicians may require remote access to your PC. We will do this using a WiSys-provided system, at no cost to you (other than your regular internet access). When remote access is used, you can watch everything the technician does, and can disconnect the WiSys technician at any time. If the WiSys technician requires remote access and it is not possible (due to customer company policy, or problematic internet access at your site, for example), WiSys may not be able to render assistance.

Unlimited access to Knowledge Base:

WiSys is constantly trying to improve our service to our customers and ongoing development of a Knowledge Base is part of that commitment. Access to the WiSys Knowledge Base, documentation and video training is available under the support section of our web site 24 hours a day. You will find this information on many of our products to assist you in maximizing your

investment in our tools. Please visit www.wisys.com.

Case Escalations:

From time to time customers will report issues where they are experiencing certain behaviors within WiSys applications that happen periodically but not constantly. In this case, WiSys technicians will try to duplicate the issue following the sequence of events as reported by the customer. If they are unable to duplicate the issue, yet the problem sporadically persists, it may be necessary to escalate the case. It may also be necessary to obtain a copy of databases or selective tables to aid in the effort to duplicate the issue and find a resolution.

Some issues may require substantial time and the technician may ask you to schedule an open block of time later if necessary.

Exclusions:

This maintenance plan does not cover the following:

- Installation
- Reinstallation or software configuration changes due to system failures, system moves or system configuration changes
- Any custom applications, labels and documents not written by WiSys
- Errors or messages determined to be presented by network security, bad data or user error
- Training
- Ship Trac (Ship Rush) upgrades

WiSys personnel are here to help with these topics, and any other, but will do so under a pre-approved consulting service agreement.

Clients with lapsed maintenance plans will need to reinstate their plan prior to receiving assistance. Reinstatement fees may be assessed.

Developer Assistance:

WiSys offers an SDK solution for transacting Macola Business Transactions within your own development environment. With the purchase of a Maintenance agreement, WiSys developers are more than happy to assist via phone, email and/or remote access if needed. If you require this type of assistance, please feel free to call (770) 955-3530 x3 to arrange a time to work with a developer.

Software Updates:

The software portion of the plan protects your investment by delivering periodic updates that keep your enterprise software running at maximum efficiency. Standard build updates are provided periodically and contain enhancements and corrections. When notified of a suspected error in the current update, WiSys will provide services to diagnose such errors and use our best efforts to provide corrections for such errors provided WiSys can reproduce the error. If corrections are able to be made they will be provided through the standard build update process.

We recommend that you update your system at least twice per year. You must have an in-force maintenance plan to do an update. Charges for maintenance are payable annually in advance prior to the renewal date. Documentation for performing an update is available at www.wisys.com. If you anticipate needing assistance with applying an update, please contact support@wisys.com at least one week prior to ensure that we have the appropriate resources available. If you would like us to do the update for you, please call to schedule a consultant.