

Support Agreement

object XP Inc. (object XP) shall provide you, the Customer, telephone and mail support for a period of one year (1 year) from the date you purchase a object XP Support agreement covering object XP products that you have licensed and covered by this agreement. The software products covered by this agreement will be identified on the invoice you received for the license of the products. A renewal notification will be sent to you by E-mail ninety (90) days prior to expiration of this agreement. This agreement shall provide support with the following provisions.

Standard Telephone Customer Support

Customer support provides you with a telephone number for problem reporting available 8 a.m. to 6 p.m. European Central Time Monday through Friday. The object XP Customer Support Center is staffed by highly qualified customer support analysts and can be reached at +41 52 202 37 56. Our support engineers will assist in diagnosing problems that can not be resolved by you. Have your license number available when you call. Additionally the phone call will be forwarded to the mobile phone of the designated support engineer on Saturday and Sunday and on weekdays outside of the office hours.

Web and Email Support

Additional support can be obtained via email to helpdesk@objectxp.com or the object XP Support web site <http://www.objectxp.com/support>. E-mail will be responded to within 24 hours. The support area of the web site contains answers to frequently asked questions. Mention your license number in your email.

Software Fixes

If you experience a problem, which is a result of a defect in an unmodified portion of the object XP software or its documentation, call the object XP Customer Support telephone number or send a mail to the object XP help desk. You may be asked for a written description of the problem and related configuration information. A software defect is defined as a reproducible variation from published documentation and specifications. If it is determined that a program correction is necessary, you will be sent an update that will contain the correction. During the duration of this agreement, fixes will be sent free of charge or available via download.

Software Updates

You will be notified via E-mail of the availability of any update and a detailed list of what issues it addresses, as well as how to obtain the update. The update will be available via download. Software updates will continue to be subject to the same terms and conditions of the original object XP License Agreement.

Product Version Life Cycle Support

object XP shall continue to provide support for the version life cycle defined as for no more than one (1) major revision (i.e. version 2.0 to version 3.0) behind object XP s most current version for the applicable Software Product.

Problem Severity Definitions

level	description
Critical (Level 1)	Malfunction or failure significantly impacting production network
Severe (Level 2)	Malfunction or failure impacts business operation, workaround available
Tolerable (Level 3)	Malfunction or failure does not significantly impact network

Problem Escalation and Resolution Guidelines

Severity	Escalation	Time to Resolution	Time to Customer Feedback
Critical	1 hour within business hours, otherwise 8 hours	Until Resolved	Hourly
Severe	24 hours	Patch within 5 days	Dayly or better
Tolerable	15 Days	Future maintenance release	As determined by Customer

The table above lists the maximum allowable time span before the next level of escalation is required. The support engineer has the authority to immediately escalate upon proving that a defect exists.

NOTE: object XP does not guarantee defects will be fixed in any specific time duration due to the nature of software operating in a multi-vendor environment. It is the goal of object XP to deliver our best effort to satisfactorily resolve each incident using the guidelines in table.

Customer Obligations

As part of this agreement you must:

1. Maintain the Software on a standard platform in normal, unmodified operating conditions.
2. Provide object XP support personnel with the caller s name, company affiliation, telephone number, E-mail address, product serial number(s), description of the problem and any additional information requested by object XP to assist you with your problem.
3. Install Software maintenance updates when provided by object XP
4. Have fully paid your license fee and customer support fee or otherwise within the payment terms of the invoice for the products and customer support services

Warranty

Support services will be performed in a workmanlike manner. object XP makes no guarantee as to the results of its performance. If object XP is unable to resolve a problem for which it is responsible after a reasonable number of attempts, Customer' sole remedy is to terminate the service as of the date of the problem report to object XP and obtain a refund on the pro-rated portion of the unused support.

Call or Send comments or questions to:

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