



Infoview Systems Inc. Product Support & Maintenance Terms

**1. Definitions**

Business Hour: means each hour during a Business Day.

Business Day: means 8:00 a.m. and 5:00 p.m. local time on a Monday through a Friday, excluding local public holidays.

Error: means any Severity Level S1 error, Severity Level S2 error, Severity Level S3 error or Severity Level S4 error, each as defined in the Error Severity Definition Table below.

Product: means Software as applicable to Customer’s Subscription.

Error Severity Definition Table

Severity Level	Description
S1	Production system outage Product in production environment is unusable and is severely impacting other critical business functions, and no workaround is available.
S2	Key Functionality Impaired; No Workaround The reported issue affects key functionality and/or causes some performance degradation, and no workaround is available. Other product features are still functional.
S3	Moderate Impact with Workaround Issue has moderate or minor impact on usage, and product remains functional. This category may include enhancement requests, common how-to questions, and any product issues with a viable workaround.
S4	Minor Impact Includes minor, cosmetic, or documentation-related issues, and enhancement requests that are not time-sensitive. There is no impact on the product’s existing features.



**Address:** Infoview Systems Inc. 9424 Newburgh Road Livonia, MI 48150  
**Phone:** 734.522.0750 **Fax:** 734.522.0751 **Website:** [www.infoviewsystems.com](http://www.infoviewsystems.com)

## **2. Service levels**

During the Subscription Term, Infoview Systems Inc. shall provide Customer with Service Levels consisting of the following: (i) online, email, or telephone support regarding use and deployment of the Product in accordance with the table below; (ii) Major and Minor releases of the same Products licensed by Customer during the subscription (“Maintenance”) and support with respect to Errors as set forth below. In order to access support, Customer will be provided access to Infoview Systems Inc. Support Portal.

## **3. Infoview Systems Inc. Support Hours**

8x5 Business Hours

## **4. Additional Support**

Customer may elect to increase Support coverage with Infoview Systems Inc. at an agreed upon additional fee.

## **5. Error Designation**

Infoview Systems Inc. support personnel will (a) verify Customer detected Errors, provided that the Errors can be recreated with an unmodified version of the Software and (b) the severity of the support request and whether the support request is a Severity Level S1 error, a Severity Level S2 error, a Severity Level S3 error, a Severity Level S4 error or not an Error.

## **6. Error Response**

Upon receipt of notice of an Error, Infoview Systems Inc. shall assign appropriate technical personnel to the issue and provide Customer with acknowledgment that it has received such Error notice (such actions together, a “Response”). Infoview Systems Inc. will provide Customer with a Response to each incident within one business day. Infoview Systems Inc. will use commercially reasonable efforts to promptly resolve each incident. Actual resolution time will depend on the nature of the incident and the resolution. A resolution may consist of a fix, workaround or other solution in Infoview Systems Inc. reasonable determination.

Error Response Time 1 Business Day

## **7. Product Maintenance and Back Support Policy**

Infoview Systems Inc. will provide Standard Support for the last major or minor version and for 1 year after release of the next major or minor version. After this, Infoview Systems, Inc. will provide End of Life Support. For non-compatible changes introduced in the underlying product itself or which the product connects to and which are outside of Infoview Systems, Inc.’s control then prior releases of product will not be supported by Infoview Systems Inc.



**INFOVIEW**  
SYSTEMS INCORPORATED

**Address:** Infoview Systems Inc. 9424 Newburgh Road Livonia, MI 48150  
**Phone:** 734.522.0750 **Fax:** 734.522.0751 **Website:** [www.infoviewsystems.com](http://www.infoviewsystems.com)

## **8. Conditions for Providing Support**

Infoview Systems Inc. obligation to provide Support is conditioned upon the following: (a) Customer makes reasonable efforts to correct the Error after consulting with Infoview Systems Inc.; (b) Customer provides Infoview Systems Inc. with sufficient information and resources to correct the Error either at Infoview Systems Inc.'s customer support center or via remote access to Customer's site, as well as access to the personnel, hardware, and any additional software involved in discovering the Error; (c) Customer promptly installs all Minor releases (as defined in the Product Version and Back Support Policy (referred to in Section 7 above); and (d) Customer procures, installs and maintains all equipment, telephone lines, communication interfaces and other hardware necessary to operate the Product.

## **9. Software Exclusions**

The following are excluded from Infoview System Inc.'s Support and Maintenance obligations: (i) Software that is used on or in conjunction with hardware or software other than as specified in the Documentation; (ii) altered or modified Software, unless altered or modified by Infoview Systems Inc.; (iii) defects in the Software due to accident, hardware malfunction, abuse or improper use; (iv) any version of the Software for which Support and Maintenance services have been discontinued by Infoview Systems Inc.; (v) any Error caused by third party software not licensed through Infoview Systems Inc.; (vi) evaluation software or other software provided at no charge

## **10. Exclusions**

The following are excluded from Infoview Systems Inc.'s Support and Maintenance obligations: (i) support for software which has been subject to unauthorized modification by Customer or a Customer User; (ii) failure of, or issues arising from, computing or networking hardware, or equipment or programs under the control of Customer. Customer may elect to use certain billable consulting services ("Consulting Services") in order to resolve issues associated with Excluded Services. Such Consulting Services may require that Customer complete a network assessment and/or provide Infoview Systems Inc. with access to the Customer network, as needed, in order to diagnose the issue.

## **11. Suspension of Support and Maintenance**

Infoview Systems Inc, reserves the right to suspend performance of Support and Maintenance if Customer fails to pay any amount that is payable to Infoview Systems Inc. under the Agreement within thirty (30) days after such amount becomes due.