



Software Maintenance Agreement

The software maintenance program ensures continuous operation of the OnTime products covered in the customer's IT environment subsequent to an upgrade to a newer version of the product. IntraVision guarantees a minimum of 2 new maintenance releases per year, which ensures continuous development of new features and functionality. OnTime will support the latest version of the mail & calendar platform for which it was bought no later than three months after its release from the mail & calendar platform manufacturer.

Further the maintenance agreement ensures that customers with active maintenance are entitled to receive error fixes and new versions including new functionality without additional cost. The maintenance agreement is limited to the OnTime product components included in the standard product download from www.ontimesuite.com. The cost of maintaining customer specific applications is not included in the maintenance agreement, and will be invoiced separately. IntraVision will provide all maintenance customers with timely information about new releases of the OnTime products.

In accordance with the present maintenance agreement the OnTime products shall support the IT platforms specified in the installation and configuration manuals. These manuals can be obtained from www.ontimesuite.com.

IntraVision will create a fix release for an OnTime product if one of the following criteria are met:

- Users cannot access the production servers and the situation is not recoverable by restart or reinstall of current version or an existing fix release.
- Version creates a situation where data in general is unrecoverable, corrupt, or lost
- Security issue resulting in users gaining unauthorized access to information

The obligation to create fix releases for OnTime, for one or more of the three scenarios listed above, is limited to 24 months after the original release date of the OnTime version.

The obligation to deliver updates to the software covered by the agreement is annulled if the mail & calendar platform manufacturer removes building blocks from their products that are essential to the development of an OnTime product.

For the term of this Agreement, IntraVision shall provide support via email in the following manner: Queries for specific technical problems and failures are possible at any time. For this purpose, the customer will submit the incident on our website or by mail to support@intravision.dk with a description of the problem and a classification in the following priority and error levels:

- Level A: System does not work.
- Level B: System works with limited functions.
- Level C: System basically working. Just errors/problems with specific functions.

IntraVision will use its reasonable endeavours to respond within the following response times (via e-mail):

- Level A: Response within the next working day.
- Level B: Response within three working days.
- Level C: Response within five working days.

Unless the incident is deemed a bug in an OnTime product, IntraVision will charge support by the hour (EUR 75 per ½ hour). For customers with a current OnTime support contract, there is no additional charge.

Pricing of maintenance is 20% of list price annually.

Reinstatement

IntraVision constantly develops new features for the OnTime products. The new versions are released at least twice a year and customers can legally upgrade to the newest version if they have active OnTime software maintenance. If the product specific OnTime software maintenance has lapsed / expired, the OnTime software maintenance must be reinstated to allow customers to install versions of OnTime released after the date on which the maintenance lapsed / expired. Reinstatement of OnTime software maintenance is priced at 60% of the list price for new licenses - at the time of the reinstatement. Reinstatement is only an option within the first two years after the date the maintenance lapsed / expired.

Technical Support Contract

A Technical support contract entitles you to technical support by email or phone directly from IntraVision. The Technical Support Contract is an add-on to the maintenance contract and is priced at 15% of list price on the licensed product annually. Technical support is available during our office hours (09.00 to 16.00 Central European Time).

The support agreement is limited to the OnTime product components included in the standard product download from www.ontimesuite.com. The cost of supporting customer specific applications is not included in the support agreement, and will be invoiced separately.

The support contract allows free email or phone support within the support contract period. Response time for customers with a Technical Support contract is one business day from logging the incident on our website, by mail to support@intravision.dk or by phone at +45 7023 2340.

Please include the following information in your mail or have it available when calling

1. Clear and concise description of problem and what has been done to try and fix it. Screenshots are very helpful.
2. Any supporting documentation i.e. Lotus Domino environment architecture is highly appreciated and will speed up problem solving.
3. Operating system that your Lotus Notes / Lotus Domino server is running on
4. State OnTime Suite product name and version number
5. State the Lotus Notes / Lotus Domino version numbers

Restrictions:

- Incidents are logged by email or phone. This does not mean that your incident will be solved right away.
- The Technical support contract covers only support on the product itself, and does not cover issues due to consequences related to operating system or other 3rd party applications.
- The Technical support contract covers 2nd level support delivered to central IT personnel, responsible for the OnTime products.
- The Technical support contract does not cover daily maintenance, monitoring nor upgrade to new releases.
- The Technical support contract does not cover onsite visits by IntraVision consultants.

Critical Issues

A critical issue exists when it is verified by IntraVision that one or more the following criteria are met:

- Users cannot access the production servers and the situation is not recoverable by restart or reinstall of current version or an existing fix release
- Version creates a situation where data in general is unrecoverable, corrupt, or lost
- Security issue resulting in users gaining unauthorized access to information

Critical issues must be reported by email to "support@intravision.dk" and the subject of the mail must contain the word "Critical". For reported critical issues IntraVision will contact the customer by phone within 4 work hours to verify that indeed a critical OnTime software defect exists. If the customer can not be reached by phone an email will be sent instead. Work hours to be counted from 09.00 to 16.00 Mon - Fri, Central European Time. IntraVision is closed on Danish national holidays.

If it is verified by IntraVision that a software defect exists, which meets one or more of the criteria for a critical issue, IntraVision will start working on a fix or work around within 8 work hours after the defect has been verified. Updates on progress to customer will be provided on a daily basis for critical issues.

A work around or temporary fix is guaranteed within 5 working days, but will often be much faster, provided customer:

- Adheres to all reasonable directions provided by IntraVision to resolve the issue
- Provides remote access for IntraVision to the customers production environment
- Provides prompt responses to questions from IntraVision

A permanent fix will be provided in the next public release.

You Do Not have a Support Contract?

If you do not have an OnTime Technical Support Contract, time spent on your incident will be charged by the hour (minimum of half an hour) at a rate of EURO 170 unless otherwise agreed. Alternatively, support can be obtained from an OnTime reseller. This support service from the reseller is normally a payable service.