

GISConneX Software Maintenance and Tech Support Policy

Article 1 – General Considerations:

- 1.1 Software maintenance and support services are initiated at the official commencement of licensing (upon receipt of payment and signed license agreement) of the software by the licensee.
- 1.2 Access to software maintenance and support services are subject to the Master License Agreement conditions.
- 1.3 IMAGEM will not provide support for operating systems, databases or third-party software. The licensee should be up-to-date with the correct versions of the operating system, databases and third-party software as specified in GISConneX product documentation for the version being used.
- 1.4 The maintenance and support services offered by IMAGEM are subject to change at any time; however, IMAGEM shall be obliged to provide expressed notification to the licensee, ninety (90) days prior to any changes in the maintenance and support policy.

Article 2 - Scope of Maintenance and Support Services to be Provided:

- 2.1 Software Maintenance and Support are designed to provide:
 - a) Continuous Software Improvement: (i) Availability of new versions of licensed software, as well as new tools and procedures to improve the current version; (ii) Support Packs – support packs of small fixes to reduce future update impacts; (iii) Updates to support new operating system updates and third-party updates.
 - b) Problem Corrections: (i) resolutions of known problems previously reported to IMAGEM and (ii) corrections of problems that IMAGEM detected as defects in earlier versions of the Software.
 - c) Direct support of clients via our online support channel.
- 2.2 Maintenance and Support does not include:
 - a) Customization services;
 - b) On-site support, including installation of hardware or software;
 - c) Support of unlicensed software, or third-party software;
 - d) Training.

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Article 3 - Access to maintenance and Support:

- 3.1 Access to maintenance and Support shall be via the following methods:
- a) Telephone , by phone # 909 991 8841, from 09:00 to 5:00 pm Eastern, time,
 - b) E-mail (support@gisconnex.com) at anytime,
 - c) Via the Imagem website on the internet, available at the site: GISConneX (<http://www.gisconnex.com/support.asp>).
- 3.2 The preferred method of communication for support from Imagem will be email or internet based communication (such as skype). When necessary telephone support will be available as needed during special cases.
- 3.3 A support call received by IMAGEM thru any of the above mentioned means will receive a support ID number and an email will be sent to the client to inform them of the call status and their call incident number.
- 3.4 The support call will be handled by the first qualified analyst available in IMAGEM support team. An analysis of the call may conclude that:
- a) The problem reported is a specific problem with a tool or function in the software. In this case the impact that the problem causes to the licensee will be documented and considered in the prioritization of the fix. It will be requested that the caller submit a description and justification of the functional and business impact of the problem via email for documentation. This will help Imagem to prioritize the software improvements. The call incident will only be closed upon successful correction of the problem for the caller.
 - b) The problem reported is a result of configuration, installation or setup. In this case the support analyst will provide the correct instructions and documentation to help resolve the software configuration and the incident will be closed.
 - c) The call is related to a question or misuse of the software by the user. In this case the support analyst will send clear instructions and provide appropriate documentation and provide basic guidance on software use and the call incident will be closed.

Article 4 – The responsibilities of the Licensee:

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- 4.1 For detailed technical support and troubleshooting of a client site, it is imperative that the licensee is able to provide remote access to their system to IMAGEM tech support analyst as needed.
- 4.2 The licensee shall provide detailed contact information of the caller and the best methods and times to contact the caller to resolve the support incident. The licensee contact person for the support call shall be an authorized caller with the power to make the decisions necessary to make the changes required to resolve the call, or be able to access the persons necessary to complete the suggested changes recommended to the licensee.
- 4.3 The licensee will make the required annual payment to stay current on maintenance as outlined in this document and the license agreement in order to access software maintenance and tech support from IMAGEM.
- 4.4 Licensee shall provide and maintain remote access as defined by IMAGEM and will provide to IMAGEM all system authorization necessary for the support analyst to determine and provide support to the stated problem or issue to be resolved. The licensee acknowledges that failure to provide remote access to the GISConneX system of the licensee will cause delays in the tech support response and corrective actions.
- 4.5 Licensees are encouraged to use tech support. Failing to use support when needed can hinder IMAGEM's ability to identify and correct potential problems that can later cause unsatisfactory results. And performance of the software.