



Knowledge Relay Service Guide

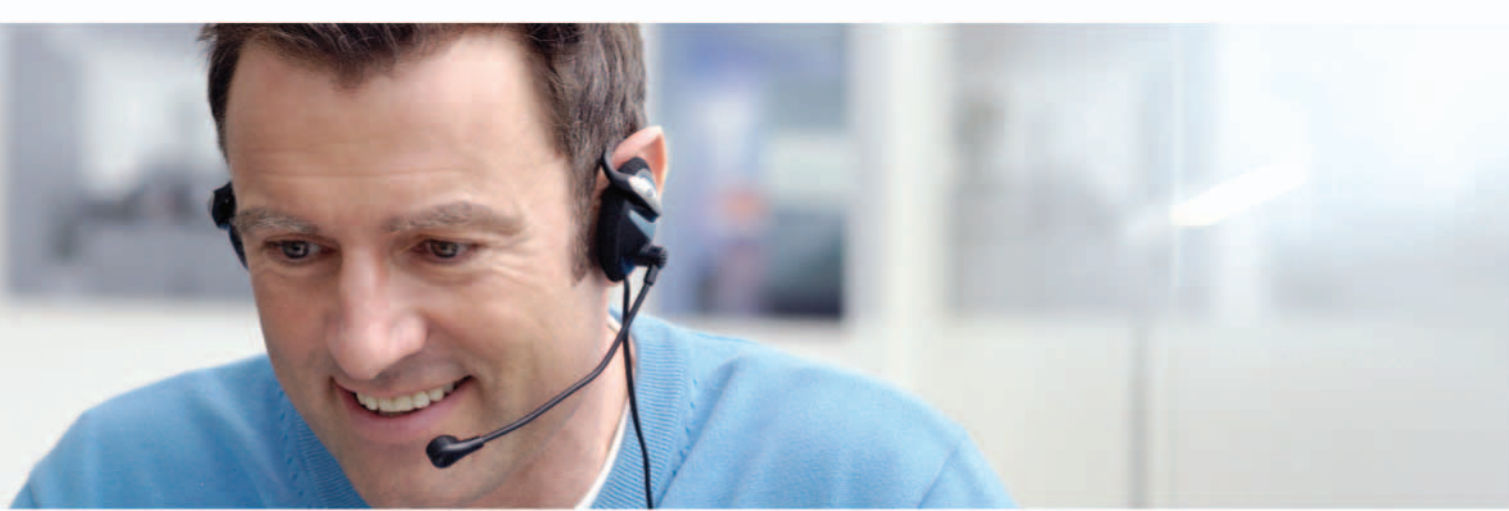
Your guide to the services that will maximize your investment in Knowledge Relay



KnowledgeRelay

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Knowledge Relay Maintenance and Support

This guide describes the technical support services that are part of your maintenance plan and explains how to use them.

You receive technical support, after purchasing the annual subscription renewal for maintenance and support for your KR software.

The Basic plan entitles you to product-related benefits as well as access to technical support for your Knowledge Relay software. Our technical support team provides expert troubleshooting to protect and optimize your investment. This group has the authority and the responsibility to work with you to develop the best resolution for your issue.

The Technical Support Staff has extensive experience with the Knowledge Relay product they support and the environments in which the products run. Knowledge Relay has an open and collaborative environment that promotes close interaction between our experts in Technical Support, Services, and Development, enabling us to collectively solve our clients' issues.

The Technical Support team provides product support by e-mail or phone. When contacting us after-hours, the Technical Support Engineer will return the call within a 24 hour period. Please keep in mind that resources are available outside the normal Knowledge Relay business hours of 8:00 a.m. to 5:00 p.m. Monday through Friday, Pacific Standard Time with custom technical support plans only.

Note: Knowledge Relay Technical Support does not guarantee to resolve all technical issues reported. However, Knowledge Relay will provide reasonable effort using generally accepted industry standards and practices to resolve the situation or find an acceptable workaround. There may be situations where your problem cannot be resolved. There will also be situations where the best solution is to upgrade to the most current version of software product.

Basic Maintenance Plan

The Basic Maintenance Plan includes:

- Free product version upgrades
- Authorization for one Client representative to contact technical support
- Discounts on multi-year renewals
- Volume discounts for multiple server environments
- Special pricing for technical training

Your deployment of the maintained product may not exceed the number of licenses covered under maintenance. Use of maintained products must also comply with the terms and conditions of the Knowledge Relay software license agreement accompanying the maintained product version. When a new version is deployed, you must stop using and discard the previous version of the Knowledge Relay software. Failure to follow these guidelines could void your service agreement.

The maintenance and support plan is purchased at the time of your initial Knowledge Relay software purchase and is renewed annually on your purchase anniversary. You can add to your maintenance plan(s) as you acquire new Knowledge Relay products. Each Knowledge Relay product will be covered by its own maintenance plan. Maintenance for a specified product will be purchased for all licensed copies of that product.

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If you determine that you need to contact Technical Support, be ready to provide the following information in an email or over the phone to our Knowledge Relay Technical Service Engineer.

Maintenance entitlement information:

- Contact name
- Company name

Required to help resolve the technical issue:

- Access to DBA and/or System Administrator
- WebEx, LiveMeeting or any web demonstration application

Having the additional information below readily available when you contact Technical Support will improve your contact person's ability to quickly diagnose and resolve your issue:

- Which Knowledge Relay product and version are you using? Is this upgrade, existing, or new installation?
- What operating system are you using it with?
- Has it ever worked? If so, when did it stop working?
- What is displayed on the screen? Can you provide a screenshot?
- Did you receive any error messages? What are the exact error messages?
- Under what circumstances do the errors occur?
- Can trace files be provided?
- Provide a short write up of the problem.

Questions that will be asked:

- Is the symptom reproducible?
- Is the symptom intermittent?
- What seems to make the symptom (temporarily) go away?

Opening a Service Request

When you open a service request through e-mail or by phone, your maintenance plan will be verified and forwarded to a support engineer for handling.

Strategically selecting your support contacts will maximize the benefits of your maintenance investment. It is advisable to designate IT people in your organization who are responsible for testing, deploying, and/or supporting Knowledge Relay products.

If one of your end-users needs support, an authorized support contact may open a service request and request that the technician work directly with the end-user. The service request will be opened in the authorized technical support contact's name.

Each issue that comes into Technical Support by any channel (e-mail or phone) is recorded and assigned a unique number. This service request number enables our support engineers to track your service request until the issue is resolved. It is important to record this number for reference if you want to call for a status update on your service request.

When you open a service request, you need to communicate the priority level of the issue based on the impact to your business. For priority level examples, see the table on the following page of this guide.

Typically, one Knowledge Relay engineer owns your service request and works with you until the issue is resolved, so there is no need to escalate or restate your problem. Your engineer consults with additional technical experts and development staff (and in some cases, even other vendors) as needed to resolve an issue.

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As a maintenance customer, you are entitled to assistance with your new installations, upgrades and usage questions. When the nature of the technical issue goes beyond what is covered inside of this maintenance and support agreement, for instance report writing, query writing, training, customizations, or any further support, you may be referred to the project manager or sales associate assigned to your account.

Defects are features or functions that do not work as documented. You can report what you consider to be a product defect by opening a service request. Defects will be accepted, recorded, and reported

Knowledge Relay will provide, without additional charge, revised or updated releases of the software products originally licensed when such revised or updated releases are made generally available by the Licensor of the software products. On provision of such releases by Knowledge Relay, all previous releases shall be replaced for all purposes by such new releases. In the event of non-acceptance and/or non-application of any such new releases within a reasonable period of time following the date of the release, your service agreement may be voided.

Basic Maintenance Plan Priority Levels

For customers with the Basic maintenance plan, the callback time target is based upon the impact of the issue:

Call Type	Description	Example of Call Type	Response Time
Critical	A mission-critical application is down. A production tool used to perform tasks integral to your core business is inoperable and there is no workaround available. The entire enterprise is affected.	<ul style="list-style-type: none">■ System not responding	2 business hours
High	An important feature is not working as documented and there is no work-around available. A large number of users in a production environment are affected.	<ul style="list-style-type: none">■ Sessions drop intermittently■ Mission-critical file transfers fail	4 business hours
Low	It is not a serious issue. It appears that the product is not working as documented, but it is a cosmetic or minor issue that has little or no business impact.	<ul style="list-style-type: none">■ Slow or not formatting as expected	2 business days