

## Mutare – Customer Support Agreement (CSA) for Application Software

### Introduction

Protect your software investment and avoid unexpected, prolonged downtime with CSA coverage that can help you continually support your callers, support revenue generation and provide access to critical business information.

### CSA Highlights

- Designed to help protect your Mutare software investment
- Mutare offers customer support agreements that provide CSA support with either 8X5 service or 24X7 service options.
- Troubleshooting included
- Minor application changes included
- Upgrades within a major release on the same server
- Disk Failure coverage

### Customer Support Agreement Details and Terms

**Purchase.** A CSA for your application may be purchased through an annual agreement from Mutare. Payment for CSA plans is due prior to the start of the support period.

**Support.** CSA plans provide for remote telephone support only. The Customer is required to provide the necessary tools to enable remote access capabilities, which is a requirement.

**Procedure for Support Calls.** Under any CSA plan, the customer calls Mutare and opens a trouble ticket for any problem relating to the application. Customer will call 847-496-9000 and press 2. Mutare will diagnose and correct the problem. If the problem appears to be outside the application environment, Mutare will assist the customer in finding the most appropriate path to resolve the problem.

#### **8 x 5 Comprehensive CSA Business Hour Support.**

8:00 am-5:00 pm CST, Monday - Friday. An initial response to the customer will be provided within two coverage hours from the time the problem is reported. Corrective action will begin that same day. Emergency service is available for an additional charge. Requests for any type of service may be left 24 hours, 7 days a week.

#### **24 x 7 Comprehensive CSA 24 x 7 Support**

An initial response to the customer will be provided within two hours from the time the problem is reported. Corrective action will begin that same day. Corrective action receives priority treatment until resolved. Non-emergency calls will be prioritized during business hours. In the event the Customer's security restrictions prevent Mutare's technicians from accessing the application server from outside Mutare's offices, corrective action may be delayed until the start of the next business day.

**CSA Support (both 8 x 5 and 24 x 7) includes:**

**Troubleshooting.** Isolate which component is causing the reported failure. Remote investigation of the reported error or change and subsequent corrective action.

**Minor Application Changes.** Scheduled minor changes to an application such as adding a new field, changing a hard coded parameter, moving a field on the host screen or reading back a new field will be provided to applications under CSA at no additional charge. Minor changes are those that Mutare estimates can be completed within two hours. In the event a change is not considered minor, a quote will be provided in advance of any work.

**Discounts on Service.** In the event a change is too large to be considered minor under CSA, a 20% discount off Mutare's then current rates will be provided.

**Packaged Application Enhancements.** Some of Mutare's "packaged" applications are updated and enhanced on a regular basis. Enhancements to these applications are available to CSA customers at no additional charge.

**Upgrades.** Any upgrades to the Application Server might require a corresponding upgrade to the application software. This includes changes to the application that might be made necessary or advantageous if the Application Server is upgraded.

**Application Problems.** Any reported program errors will be corrected.

**Disk Failure.** This includes reloading the application should the Application Server drive crash and customer has no backup. Backup copies of software applications are maintained by Mutare for all customers on CSA. The customer is still responsible for backing up any and all other files (i.e. system prompts, database files, data, WAV or TIF files) used by the application.

