Technical Support & Services Solutions Handbook

CONTINUITY

1 USING THIS HANDBOOK

This Handbook provides an overview and important information about the Services & Support Solutions offered by Continuity Software, including definitions of programs, processes, and procedures.

- Please read this Handbook for information about how case management activities address Problems based on their Severity Level.
- This Handbook does not replace the contractual terms and conditions under which you as a customer acquired specific Continuity Software Products or Support, and it does not supersede the Continuity Software Technical Support Policy.
- Capitalized words in this Handbook have specific meanings. This Handbook defines those meanings.
- Continuity Software reserves the right to make changes to this Handbook and related processes at any time.

The latest version of the Handbook is in the [Continuity Software Support Portal](#).

2 CONTINUITY SOFTWARE SUPPORT SOLUTIONS TERMS

2.1 Technical Support Policy

The Technical Support Policy describes the terms under which Continuity Software will provide Support to you, our customer. It includes definitions of terminology and states various customer responsibilities. Our Technical Support Policy can be found at [Continuity Software Support Portal](#).

2.2 Technical Support

Continuity Software customer support service provides:

- Global 24/7 support for Critical (Severity 1) and Major (Severity 2) issues
- Regional Business Hours support for Minor (Severity 3) and Low (Severity 4) issues
- Fast response times for critical issues
- Unlimited support requests
- Remote Support
- Online access to documentation and technical resources, knowledge base, and discussion forums

2.3 Technical account management team

As a Continuity Software customer, you are entitled to a named Technical Account Manager (TAM) as well as to Technical Support Services. Your TAM serves as the focal point for your relationship with the Continuity Services & Support. The TAM has direct communication with key internal departments within Continuity Software, to serve as your voice in the company.

TAM delivers the following services in coordination with our technical support team:

- Success Planning and Regular Business Reviews
  - o Optimize product and service utilization through regular usage reviews and account performance planning relative to your business objectives.
  - o Deliver quarterly business reviews to summarize support trending, high impact incidents and end of support life management.
- Product Optimization Strategies
  - o Assist customers preparing for new releases or functionality along with best practice recommendations.
  - o Assist in the identification of processes to confirm that the Product family solutions installed or to be installed, are compatible with the environment.

Contacting Your TAM

Your TAM is available during the Regional Business Hours you designate and will provide you with his or her contact information. Outside Regional Business Hours, please contact our support specialists who will inform your TAM of any Severity 1 cases logged.

2.4 Professional Services Offerings

2.4.1 Dedicated Professional Services Engineer (PSE Resident)

This offering includes a fully dedicated specialist who works with you to maximize value you get from Continuity Software products and get things done.
Our expert manages your product-specific tasks and issues during Regional Business Hours and is backed by proficient support specialists who assist on service needs outside of Regional Business Hours. This offering includes:

- Direct access to a designated product specific technical expert backed up with access to proficient support specialists if the PSE Resident is unavailable.
- Deep product knowledge and familiarity with your IT environment and processes, resulting in rapid issue diagnosis and addressing your Problem quickly.

2.4.2 Assigned Professional Services Engineer (PSE)

When you purchase Professional Services Offering, a named PSE is assigned to work with you and your team. Your PSE is your technical point of contact for support on all Continuity Software products during Regional Business Hours.

Your PSE will host an introduction call together with the TAM, to meet your team and learn about your environment (products deployed, configuration, versions, etc.), and how your company conducts business (change controls, key deliverables and security requirements, etc.) Your PSE uses this information to expedite troubleshooting and to tailor the support and the information they provide to meet your specific needs and concerns.

The PSE is also responsible for:
- Performing or assisting in upgrades and updates,
- Delivering customizations that do not require assistance of R&D,
- Assisting in ticket review, system health review, etc.

2.4.3 Availability Assurance Services (annual subscription)

This offering provides you with a named PSE who is assigned to work with you and your team. In addition to the scope of regular professional services, with Availability Assurance Services, you receive a quarterly assurance report that provides insight of resiliency for the quarter, as well as a proactive weekly review of new tickets, a system state review, and installation of updates and new versions of purchased products. Note that for proactive review, we require remote access to the system via VPN.

3 TYPES OF SUPPORT

3.1 Web Support

Continuity Software offers extensive self-help resources on a 24/7 basis, at no additional cost:

- The Knowledge Base has answers to technical questions.
- The Support website has links to articles about how to use Knowledge Base, create a Continuity Software Account, and use other Continuity Software Support resources.
- The Community Forums to ask other customers questions, or to suggest or discuss Product enhancements.
- Customers with active Maintenance Services may also use the Continuity Software Support website to initiate, manage, update and close technical support cases online.

3.2 Telephone Support

We provide 24/7 technical support over the phone for Critical (Severity 1) and Major (Severity 2) issues.

4 Contacting the Continuity Software support team

4.1 Overview

If you identify a Problem with the licensed Continuity Software Product, contact the support team electronically via the web or by phone using the contact numbers available. You must provide the support team with all relevant diagnostic information to replicate or address the Problem. Initiate a separate Case for each Problem. Continuity Software will assign a unique Case Identification Number ("**CIN**") in its global tracking system for each Case.

When you contact Continuity Software about the Case, make sure to provide your CIN.

4.2 Information to provide when reporting a Problem

Provide Continuity Software with the following information when reporting a Problem by phone.
- Identity
    - Company Name
    - Contact name, phone number, and email
- Product Information
    - Product Name
    - Version
- A one-line, high-level statement of the Problem
- The main symptom of the Problem
- A detailed summary of the Problem and its impact on the organization
- Severity Level
    - Refer to the Severity Level definitions in this Handbook and assign a Severity Level of 1 to 4 to the Problem

5 Case Management

5.1 Acknowledgment

Case management involves several key activities. The first activity is when Continuity Software acknowledges that a customer has contacted support team by phone or through the Continuity Software Support website about a Problem. For both phone and web problem reporting, it is Continuity Software's goal to acknowledge a your request within 5 minutes.

Once a Case has been opened, you'll receive an official email acknowledgment that Continuity Software has been made aware of the Problem. The email includes your CIN, as well as important instructions, helpful tools, and resources to
aid in the resolution of the Problem. Please take the time to read this important email.

5.2 Troubleshooting

The Support Engineer (SE) will ask questions about the Problem and work with you to isolate the cause of the Problem. The troubleshooting process may involve answering additional questions, running diagnostics, applying Patches, requesting logs, providing remote access, etc. Please note that Continuity Software requires your express consent prior to starting any remote access.

The SE will document all troubleshooting steps in the Case. The SE will provide the you with a plan of action (POA) throughout the life of the Case. The actions taken by the assigned SE will work to determine the cause of your Problem. If the cause of your Problem is identified to be an issue with Continuity Software Products, the SE will work on delivering a Workaround or other Resolution. The SE may also develop a plan of action outlining expected steps towards addressing the Problem. You can view Case updates and communicate with the SE through the Continuity Support website.

5.3 Case Management Activities

Continuity Software will use commercially reasonable efforts to carry out related activities within targeted timeframes. However, Continuity Software has no obligation to meet any specific time frames. Note, you logged a Severity 1 Problem, Continuity Software will apply initial efforts to stop adverse effect on production mission critical systems. This may include turning off Continuity Software Products while our technical support continues to work to isolate and resolve your Problem.

5.4 Severity Levels

The customer determines the initial Severity Level of each Problem logged with Continuity Software. The Severity Level reflects your assessment of the potential adverse impact on its business and must match the Severity Level Definitions in this Handbook. If Continuity Software determines that the Severity Level assigned to a customer's Case does not align with its definitions, Continuity Software will recategorize the Problem to comply with those definitions.

As the Case progresses, the seriousness of the Problem may change, and may no longer match the initial Severity Level. In such cases, Continuity Software will reclassify the Case to reflect the correct definition and will handle the Case by this updated Severity Level. Continuity Software transfers all Severity 1 Problems to a SE for immediate action.

5.4.1 Case Management Timelines, Based on Severity Level

Problem Severity	Target response time	Target resolution time
Critical (Severity 1) A Problem has occurred and no Workaround is immediately available, in one of the following situations: (i) a production server or other mission-critical system is down or has had a substantial loss of service; or (ii) a substantial portion of mission-critical data is at a significant risk of loss or corruption.	Within 1 hour	24 hours
Major (Severity 2) A Problem has occurred where a major functionality is severely impaired. Operations can continue in a restricted fashion, but long-term productivity might be adversely affected.	Within 2 hours	Within 72 hours
Minor (Severity 3) A Problem has occurred that has a limited adverse effect on business operations.	By the same time Next Business Day	8 business days

Low (Severity 4)
  - A Problem has occurred, but business operations have not been adversely affected, or
  - Customer has a suggestion for new features or an enhancement request
	Within the Next Business Day;
	
	Continuity Software further recommends submitting suggestions for new features or enhancements to the Continuity forums
		60 business days

5.5 Monitoring and Updating a Case

The SE managing your Case will provide updates on the status of the Case and will maintain a current Plan of Action (POA) for the Case. You can monitor the status of the Case and interact with the assigned SE via the Continuity Support interface.

5.6 Third-party Problems

Continuity Software will use commercially reasonable efforts to bring a final Resolution to your Problem., In the event that the troubleshooting process and evidence demonstrate that the Problem is not caused by Continuity Software, but appears to be caused by a third party, then Continuity Software will request, and in some cases require, you to open a Case with that third party to address the Problem.

5.7 Case Closure

Continuity Software will close a Case under the following circumstances:

a. Continuity Software has provided a solution that addresses the customer's Problem;

b. The customer has told Continuity Software that they no longer need Continuity Software to work on

the Problem;

c. Both Continuity Software and the customer agree to close the Case;

d. If Continuity Software has repeatedly tried to contact the customer about the Problem and the customer does not respond after three attempts;

e. If Continuity Software makes a good faith determination that the Problem is likely not resolvable even with the investment of reasonable time and resources;

f. If the cause of the customer's Problem is confirmed to be related to third-party software or hardware or other causes unrelated to Continuity Software products;

g. If Continuity Software determines that the customer's Software is operating materially in accordance with its Documentation.

Continuity Software will consider the customer's Problem resolved if:

h. Continuity Software has advised the customer to download a Patch or Software version upgrade that Continuity Software believes will resolve the customer's Problem;

i. Continuity Software has explained that it may consider addressing the customer's Problem in a future release;

j. Continuity Software believes that the Continuity Software Product did not cause the Problem;

k. A workaround mitigates the issue;

l. Continuity Software closes the customer's Case for other reasons under Continuity standard business processes.

If you still need assistance on the same Problem after Continuity Software has closed a Case, you can open a new Case. Continuity Software will reference the original Case to the new Case.

5.8 Escalation Process

Continuity Software is committed to delivering high-quality Products and Support to its customers. If you are not satisfied with the way the Case is being handled, you should escalate the Case.

The entry point into the Continuity Software escalation process is through your named TAM. After receiving request for escalation, The TAM will:

- Partner with you to understand your concerns and address your specific needs.
- Act as your advocate on escalated issues to the, Continuity Software leadership.
- Collaborate internally to coordinate resources and develop a plan of action.
- Drive accountability to the delivery of commitments and to bring about a timely Resolution of the escalated issue.
- Manage communications for alignment and provide a single voice of Continuity Software to the customer.

5.9 Service Exclusions

Any Support not expressly included in your Maintenance Services is deemed excluded. Without limiting the foregoing, the following services are specifically excluded from Technical Support but may be available for purchase under a separate order for additional services:
- Software installation, upgrade services, training, configuration, and implementation
- Troubleshooting of environmental issues
- Creation of custom scripts, queries, or reports
- Root cause analysis
- Support for any third- party software not provided by Continuity Software.

5.10 Installation, Upgrade, Configuration and Implementation Activities

Customers who want Continuity Software to provide installation, upgrade, configuration, or any other service need to contact their Continuity Software Sales representative or TAM.

5.11 Training Services

Continuity Software provides a full range of training solutions to help you get the most out of Continuity Software Products. We offer instructor-led, onsite classes with range of training programs tailored for your needs. We also offer remote sessions. For more information on training and certification options, visit [Training Services](#).

5.12 Test System Recommendation

Continuity Software recommends that you configure a test system and environment that can be used to validate configurations and settings before you install your Product, or any upgrades, updates, or Fixes in a production environment. A test environment also allows you to perform troubleshooting outside of a production environment.

5.13 Remote Access

Continuity Software may offer to remotely access your computer system to perform diagnostic and troubleshooting activities on their Product. During these remote sessions, SEs may request to take control of your computer. Continuity Software may ask to record remote access sessions so they may be used as evidence in resolving reported Problems.

5.14 Software Version Upgrades

Customers who have current valid Maintenance Services are entitled to receive Software Version Upgrades that become generally available during the term of their Maintenance Services, at no additional charge. Any option or future Product that Continuity Software licenses and prices separately will not be considered a Software Version Upgrade. To help ensure that their Software performs at optimal levels, Continuity Software recommends proactively installing applicable Software Version Upgrades as they become commercially available.

5.15 Maintenance Services

Maintenance Services consist of Technical Support Services and all Product Updates/Upgrades during the Maintenance Services Period. The Maintenance Services period will be defined in the applicable Order Form.

Customers are not entitled to receive any Support once their Maintenance Services period expires. However, you may still access the Continuity online Knowledge Base. For more information on Maintenance Services renewals please contact your Continuity Software Sales representative or TAM.

5.16 Supported Configurations and Alternative Configurations

Continuity Software will provide Support for Products that are used in a Supported Configuration. Continuity Software Products are designed to interoperate with many types of systems, applications, and hardware. Sometimes a customer may choose to use a Continuity Software Product in an Alternative

Configuration, namely, an environment that has not been validated, approved or verified to operate with such Continuity Software Product, which does not support such Product, or only supports limited functionality.

Continuity Software does not support Alternative Configurations and has no obligation to provide Support for a Product being used in an Alternative Configuration. Continuity Software makes no warranty with respect to use of any Product in an Alternative Configuration, and any such use is at the customer's risk. A Supported Configuration might be converted to an Alternative Configuration if a vendor modifies one of its components and changes the original Supported Configuration.

If a customer experiences a Problem with the Product in an Alternative Configuration, or if their Problem deals with non-standard or non-public functionality (not documented in Continuity Software manuals or other materials) that was not developed by Continuity Software or an authorized consulting partner, they should contact their Sales Representative or channel partner to determine whether any assistance is available, and under what terms.

6 DEFINITIONS

Some of the capitalized terms used in this Handbook are defined below or in the Technical Support Policy. They may also be defined when they are first used in this Handbook.

"**Alternative Configuration**" means when a Continuity Software Product is used in a configuration that does not support such Product; in an environment that is not approved for use with the Continuity Software Product; in an environment in which Continuity Software has not verified that its Product will operate; or where the Product has been tested and is known not to work or works with limited functionality. For these purposes, references to the environment mean the hardware platforms, operating systems, software applications, and other third-party solutions a customer may be using with the Product.

"**Business Day**" is a day during the standard business week (Monday – Friday). Business Day excludes public holidays and days of rest.

For the North & South America's customers, the FDIC holiday schedule applies. For the rest of the world, the UK holiday schedule applies.

"**Case**" refers to a reported Problem that is logged in the Continuity Software global case-tracking system and assigned a case identification number.

"**Documentation**" is the user manuals and release notes accompanying the Continuity Software Products.

"**Fixes**," "**Hot Fixes**," "**Patches**," or "**Bug Fixes**" are used interchangeably and mean any change that Continuity Software makes to the licensed Software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and Workarounds that establish or help to restore substantial conformity with the applicable Documentation that we deliver to a customer. A Fix may be an interim solution for a specific customer Problem and is typically provided through a point patch or Hot Fix. A Fix also includes any recommendations or advice we provide to a customer including recommendations that a customer migrate to a current release, or consideration of the Problem in developing a future release of the licensed Software, or other steps to close a Case in accordance with our support processes.

"**Initial Response**" means when Continuity Software's technical support personnel take responsibility for a customer's Case and contact the customer.

"**Knowledge Base**" means Continuity Software online repository of knowledge articles for helping customers research suspected problems.

"**License Agreement**" is the Continuity Software Master License and Services Agreement for the Software. The latest version of the License Agreement is at: www.continuitysoftware.com/MLSA

"**Next Business Day**" is the specific Business Day immediately following the day that a customer submits a Problem to Continuity Software for assistance.

"**Order Form**" means a form signed by Continuity Software and customer which shall set forth the commercial terms under which the licensed Software and/or services shall be provided by Continuity Software to the customer.

"**Problem**" is a technical question or technical issue a customer may have regarding their Software's performance.

"**Product**" means Continuity Software products. The term "product" applies to an entire product line, not a specific product version.

"**Regional Business Hours**" are the standard hours of business operation Monday-Friday, typically between 8 a.m. to 5 p.m. Regional Business Hours exclude holidays and days of rest. North & South America's

Regional Business hours are 8AM EST – 5PM EST (Eastern Standard Time). For the rest of the world, Regional Business hours are 8AM CET – 5PM CET (Central European Time)

"**Resolution**" covers a broad range of efforts to address a Problem. This term includes any code change that Continuity Software may make to the Product to help restore substantial conformity with the applicable Documentation, including changes made to maintain operating system and database system compatibility.

A Resolution may also mean a solution Continuity Software develops for a customer to address a Problem that is specific to that customer and that Continuity Software does not make generally available.

The definition of a Resolution includes where Continuity Software provides a Workaround (without a code change); makes a recommendation that the customer migrate to a current release, where Continuity Software considers the Problem in developing a future release of the Software; or where Continuity Software takes other steps to close a Case in accordance with Continuity Software support processes.

The definition includes when Continuity Software may deliver a more complete and/or permanent solution to enable the Software to conform substantially to its Documentation, through the delivery of code change, or a regularly scheduled Product release. Some collateral may refer to Continuity Software providing a Resolution as solution delivery or providing a Fix.

Continuity Software reserves the right to decide how a Resolution may be delivered and in what time frame.

"**Severity Level**" is the classification of the Problem as a Critical (Severity 1), Major (Severity 2), Minor (Severity 3), or Low (Severity 4) Problem.

"**Critical (Severity 1)**" means a Problem has occurred where no Workaround is immediately available in one of the following situations:

- The customer's production server or other mission critical system is down or has had a substantial loss of service (this does not include the Continuity Software products' servers);

- A substantial portion of customer's mission critical data is at a significant risk of loss or corruption.

"**Major (Severity 2**)" means a Problem has occurred where a major functionality is severely impaired. The Customer's operations can continue in a restricted fashion, although long-term productivity might be adversely affected.

"**Minor (Severity 3)**" means a Problem has occurred where there has been a limited adverse effect on the customer's business operations.

"**Low (Severity 4)**" means a Problem where the customer's business operations have not been adversely affected. Severity 4 issues include suggestions for new features or enhancements, and minor conditions or Documentation errors that have no significant effect on customer's operations.

"**Software**" refers to the copy of Continuity Software Product that a customer has licensed under a Continuity Software License Agreement. The terms Product or Continuity Software Product are sometimes used interchangeably with the term Software in this Handbook.

"**Software Version Upgrades**" refers to a subsequent release of Software that Continuity Software may make available to a customer under a current Maintenance Services for that specific copy of Software. Upgrade releases include those that introduce architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility, as well as releases that introduce new features, additional platform support, infrastructure changes or minor architectural changes. Any option or future Product that Continuity Software licenses and prices separately will not be considered a Software Version Upgrade.

"**Supported Configuration**" means a configuration in which the Product operates in a customer's

environment that solely consists of supported operating systems, hardware platforms, software applications, firmware levels, databases, devices, device drivers, and Continuity Software custom-developed scripts and other configuration elements stated in the customer's Documentation, or that Continuity Software has validated, approved, or verified for operation in conjunction with the Product. For these purposes, references to the "environment" include the hardware platforms, operating systems, software applications, and other third-party solutions the customer may be using with the Product.

"**Support**" or "**Support Services**" refers to the general technical support that Continuity Software provides for a specific license of Software during the term of that Maintenance.

"**Third Party**" refers to another supplier of software or hardware which is not Continuity Software's Product but may be involved in a customer's reported Problem.

"**Workaround**" refers to a temporary solution of a known Problem used to lessen the adverse effects of a Problem, which may include specific modifications to the Software to address critical Problems (sometimes called Hot Fixes). In some cases, Continuity Software is unable to undertake further corrective action, and the temporary solution will be considered final.