

## MAINTENANCE & TECHNICAL SUPPORT SERVICES - OVERVIEW

Knowledgeone Corporation's Maintenance and technical Support Services include:

- Automatic Software upgrades (ASU), including Service Packs
- Free Web Based and Email Support
- 1-800 Support (Incidents)
- On-site Technical Support
- Desktopstreaming 'On-site' Support

### Automatic Software Upgrades (ASU)

Knowledgeone Corporation's Automatic Software Upgrade (ASU) service ensures that the customer is provided with at least one product update per annum. These updates will contain new functionality, fixes and updates to ensure compatibility with the latest releases of Microsoft, Novell and Lotus Notes products. As well as providing the customer with new and improved features, the ASU service also protects the customer against technological obsolescence. It protects your software investment and ensures that you are able to keep pace and stay compatible with the rapidly changing IT environment.

Software upgrades includes:

- *Maintenance enhancements*, to support changes in operating systems and relational databases,
- *Functionality enhancements*, enhancing existing functionality, adding new features and functions, and
- *Technology enhancements*, to take advantage of new technology, improving product performance, reliability and scalability.

Depending on the level of changes, software upgrades will either be shipped as a new release on CD-ROM or provided as a "Service Pack" downloadable from our web site. See below for more information on Service Packs.

A current ASU is required to be eligible to utilize Knowledgeone Corporation's 1-800 Support Service and Free Web Based and Email Support, as in most cases the answer to a support issue will be to move to the latest release, or for Knowledgeone Corporation to develop a fix for the latest release.

Knowledgeone Corporation, like other software vendors, does not apply fixes to previous releases of its software, only to the current release.

A one-year ASU costs 19% of the list price of the software. If you do not have an ASU then it would cost 100% of the list price of the software to move to the next release. Alternatively, Knowledgeone Corporation offers you a lower cost option to paying full list price in those circumstances where your ASU has been expired for more than three months and less than twelve months. You can reactivate your ASU by paying a nominal 25% reinstatement fee (i.e., 25% of the list price of the software). This will always be a significantly lower cost options that paying full price.

ASU's are offered for one, two, three, four or five year periods at heavily discounted rates. The longer the period the more significant the discount.

### *Service Packs*

In line with Knowledgeone Corporation's ongoing development program we are continually developing and improving your product; we actually produce several 'mini-releases' as part of the development process.

New features and changes are organized into sets or 'builds' to facilitate regression testing. As the development process is ongoing, we need to ensure that all work is up to our high standards. This is why we break down the ongoing work into small manageable chunks or 'builds'. It is some of these builds (not all) that become Service Packs. In the past we did not ship Service Packs and customers had to wait for the major releases to enjoy the benefits of our development process. Service packs were introduced to provide a better service: to allow our customers to benefit from ongoing development as soon as each 'build' is through testing and certification.

The Service pack is not a new concept; it has been used by most major software vendors such as Microsoft for many years. The major difference between Knowledgeone Corporation's service packs and those of other vendors is that ours include improvements as well as bug fixes.

Our Service packs assist us in our endeavour to provide our customers with a level of service that is second to none, by making product improvements and developments available to customers instantly and by increasing the stability of your product installation.

This 'Service Pack' policy is designed to provide customers with better software and a greatly improved level of service by:

- Pre-empting a situation where a customer finds a problem and reports it to Knowledgeone Corporation. In most cases our service packs will correct problems before you find them.
- Making product improvements available to customers immediately.
- Providing a simple update with easy to follow instructions.
- Providing an instant download of the Service pack via the internet. A problem found today can be fixed today.

- Ensuring that Knowledgeone Corporation's level of service remains far above that of our competitors.

We notify our customers about the release of the new Service Packs via our newsletter. To subscribe, please email [sales@knowledgeonecorp.com](mailto:sales@knowledgeonecorp.com) with the name, position, organization, phone number and email address for each person who wishes to be notified.

To download the latest service pack, go to:

<http://www.knowledgeonecorp.com/support/downloads.htm>

## Free Web Based and Email Support

Customers who have a current ASU can also submit non urgent queries via the Knowledgeone Corporation website or email. Anything urgent will require a 1-800 Support incident (see below).

Free email support can be accessed via the Knowledgeone Corporation website;

<http://www.knowledgeonecorp.com/support/freemailsupport.htm>

or by emailing [support@knowledgeonecorp.com](mailto:support@knowledgeonecorp.com)

## 1-800 Support Incidents

The 1-800 Support service includes maintenance support via telephone, facsimile, email and mail.

The primary objective of the 1-800 Support Service is to provide prompt resolutions of customer problems.

If the customer wishes to make use of Knowledgeone Corporation's 1-800 Support services, it must register a support incident.

### *1-800 Support (Incident) Priority*

Active telephone support is available during normal working hours (depending on the country, it would normally be between 9.00am and 5.00pm), Monday to Friday.

Passive telephone support (i.e., the operator or voicemail system will record your details and you will receive a response the next working day) is available all other times.

Email Support (i.e., via emails to [support@knowledgeonecorp.com](mailto:support@knowledgeonecorp.com) or submitted via the free mail support page on the website) is available 24/7.

Knowledgeone Corporation's objective is to provide the required maintenance support at the time of contact or as soon as practicable thereafter. A priority is placed on the severity of the support incident.

For example:

- **Priority 1- Critical** e.g. loss of system- Continued work until resolved.
- **Priority 2 – Significant** e.g. loss of major component of system, heavy manual work around – developed fix supplied prior to the release of a service pack if appropriate.

- **Priority 3 – Moderate** e.g. loss of component with reasonable workaround- developed fix available in the next services pack or version release if appropriate.
- **Priority 4 – Minimal** e.g. Information request, minor problem no workaround required- developed fix available in a future service pack or version release if appropriate.

### *1-800 Support (Incident) Frequently Asked Questions*

#### ***What is an 'incident'?***

An incident is essentially a call to Knowledgeone Corporation's Support Center about a matter. It is about a single matter. The matter could be to ask how to do something or to seek help in resolving a 'problem'. If Knowledgeone Corporation software bug causes the incident, **the incident will be free.**

#### ***How does Knowledgeone Corporation close incidents?***

By either answering the customer's question or advising the customer of a course of action to resolve the problem. If we don't hear back from the customer within three (3) working days, the incident will be also be closed.

#### ***How do I purchase incidents?***

The easiest way to purchase incidents is online via the K1 store, <http://www.knowledgeonecorp.com/store/products.asp?pro=8>

You can also contact your account manager who will then provide you with a quote for the nominated amount of incidents required.

*Please note:* Customers MUST have a current ASU to be eligible to purchase support incidents.

#### ***How long do incidents last?***

An incident is valid for 12 months from date of purchase.

#### ***Can I call support if I don't have any incidents?***

Knowledgeone Corporation Support will not be able to answer support questions via phone unless a customer is either under warranty or has unused incidents. If it is an emergency you can purchase an incident whilst on the phone. Once we have a purchase order number or credit card number, support will be able to assist you. For less urgent matters, the free email/web support is recommended.

#### ***Will I be able to access Knowledgeone Corporation Support if my ASU has expired?***

All customers must have a current ASU to be eligible to purchase incidents and receive support.

***Exception: If the ASU has expired but the incidents are still valid, Knowledgeone Corporation will accept support calls.***

#### ***Can I get support for an old version of the software, (i.e., not the current or previous release)?***

Knowledgeone Corporation can only provide **limited** support for previous versions to customers with a current ASU and 1-800 Support incidents. Knowledgeone Corporation will ensure previous releases are installed and configured correctly. Knowledgeone Corporation will provide existing fixes or workarounds to previous releases. No **new** development will be conducted on previous versions. All new development is focused on the current and future releases of the software. See 'Automatic Software Upgrade' and 'Service Packs' above.

## 1-800 Support (Incident) Summary

- Support Incidents are valid for 12 months from the date of purchase.
- When you make a support call, please ensure that you are given an incident number. This number will be used to track your call.
- All incidents are logged in Knowledgeone Corporation's help desk database and summary reports of our support history can be produced on request.
- An incident may only be used to report single, not multiple, problems.
- If the cause of the problem, reported through an incident call, is due to a fault in Knowledgeone Corporation's software or documentation the incident is not used up and is still available to use for the next issue that arises. If, however, there is no fault with the software or documentation, the incident will be considered used and no longer available.
- Customers must have a current ASU in order to purchase incidents.
- When incidents are purchased, please indicate the employees who are authorized to call Knowledgeone Corporation's Support Center.
- Incidents can be purchased online via the K1 Store or through your Account manager.

## On-site Technical Support

Knowledgeone Corporation provides its customers with on-site services. We have a number of different services which we offer:

- Data Migrations
- Software Upgrade Installations
- Application and Database assistance
- Application Installation

If requested, Knowledgeone Corporation will provide a report summarizing all work completed as well as our findings and recommendations.

If you are interested in obtaining on –site services from Knowledgeone Corporation please contact you account manager or completed the information form at <http://www.knowledgeonecorp.com/services/installation.htm>

## GoToAssist 'On-site' Support

GoToAssist 'On-site' Support is designed to provide an alternative to the normal 'on-site' service which can be;

- high in cost ( airfares, per diems and daily charges), and
- difficult to schedule.

The goal is to provide an 'On-site' service without the high costs and scheduling problems associated with actually putting a technical person in your office. Given that we have customers in Africa, Europe, North America and Australasia, it is sometimes extremely difficult and

expensive to provide a 'technician-on-site' service to all locations in the time frame required by the customers in each instance.

GoToAssist is a unique online service which allows a Knowledgeone Corporation technician to 'take over' the operation of your workstation or server just as if he/ she was actually sitting in your chair, at your site. Operationally it is no different from having a live person on-site. However, the costs are a fraction of the 'live' person service and scheduling can be arranged on a few hours notice in most cases.

Note that security issues are identical; it is no different to you allowing our person on-site to interrogate your system and either diagnose the cause of the problems or install new software. In both cases it relies on your permission and your supervision.

## 1-800 Support and Warranty Service Terms

1. All Knowledgeone Corporation's products are delivered with a three month warranty. This warranty period commences on the date the software is shipped. During the warranty period, the customer will receive unlimited 1-800 support incidents as well as the services provided under the ASU. See points 2, 3, 4, 5, 6 and 7 below.
2. The 1-800 Support service includes maintenance support via telephone, facsimile, email and mail. The primary objective of the 1-800 Support Service is to provide prompt resolutions of customer problems. Active telephone support is available during normal working hours (depending on the country, it would normally be between 9.00am and 5.00pm), Monday to Friday. Passive telephone support (i.e., the operator or voicemail system will record your details and you will receive a response the next working day) is available all other times. Email Support (i.e., via emails to [support@knowledgeonecorp.com](mailto:support@knowledgeonecorp.com) or submitted via the free mail support page on the website) is available 24/7.
3. Maintenance Support does not include training or application support, (i.e., instruction on how to use the product). Requests for training and application support will be referred to the appropriate Knowledgeone Corporation department and may be chargeable.
4. When requesting maintenance support, customers are requested to supply the following information:
  - Customer number – this can be found under the Help dropdown, under 'About'.
  - Customer name
  - Customer Address
  - Contact Name
  - Contact Phone number
  - A concise description of the problem, plus all appropriate supporting documentation including screen dumps, error messages, sample reports, etc.
  - PIN number
5. The 1-800 Support Service does not include on-site support. If on-site support is requested by a customer it will be charged at the then prevailing standard rates.
6. Knowledgeone Corporation's responsibilities are limited to the ongoing support of its application software products. Knowledgeone Corporation accepts no responsibility for the installation and successful operation of operating systems (e.g. Windows 2000), database packages (e.g. SQL server), networking operating systems or components (e.g. LAN, WAN, ODBC, TCP/IP) or computer or networking hardware and firmware. It is the customer's responsibility to ensure that all operating systems, database systems, networks and hardware and firmware are installed correctly and operating efficiently. Nor does Knowledgeone Corporation profess to have detailed knowledge or expertise in operating systems, database systems, networking components, hardware and firmware, other than the basic settings required for the operation of its application software products. In the situation where the customer requests advice or opinion on the successful operation of operating system, database systems, networking components, hardware and firmware Knowledgeone Corporation may provide such advice at its discretion but accepts no responsibility whatsoever for the correctness or otherwise of such advice and the customer should at all times rely only on the advice of its own experts in these areas.

7. Maintenance calls will be not accepted under any circumstances unless the caller has active incidents or is under warranty.

*Contacting the Knowledgeone Corporation International Support Center.*

Toll Free Phone Numbers

USA            1888 325 1614  
Canada        1888 405 9019  
Australia      1800 221 061  
New Zealand   0800 445 438

Sydney Office Numbers

Phone         61 2 8913 9300  
Fax            61 2 9954 6322

Email: [support@knowledgeonecorp.com](mailto:support@knowledgeonecorp.com)

Web Site: [www.knowledgeonecorp.com](http://www.knowledgeonecorp.com)