

## MAINTENANCE & TECHNICAL SUPPORT SERVICES - OVERVIEW

Knowledgeone Corporation's Maintenance and technical Support Services include:

- Automatic Software upgrades (ASU)
- Free Web Based. Phone and Email Support
- On-site Technical Support
- GoToAssist '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 operating systems and supported third-party 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.

Software upgrades will be provided as downloads from our web site.

A current ASU is required to be eligible to utilize Knowledgeone Corporation's Support Service including Free Web Based, Phone 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.

At this time, a one-year ASU costs 20% 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 option than paying full price.

### *Software Updates*

We notify our customers about the release of product updates 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 updates, go to:

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

### **Free Web Based, Phone and Email Support**

Customers who have a current ASU can also submit queries via the Knowledgeone Corporation website or email. Phone support can be accessed for the more urgent queries.

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)

### *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.

### *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'.

#### ***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 do not hear back from the customer within three (3) working days, the incident will also be closed.

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

No, all customers must have a current ASU to be eligible to receive support.

#### ***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. 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 "Software Updates' above.

### *Support (Incident) Summary*

- All incidents are logged in Knowledgeone Corporation's help desk database (RecFind 6) and summary reports of our support history can be produced on request.
- An incident may only be used to report single, not multiple, problems.

## 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 your 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 an 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.

## 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.
2. The Support service includes maintenance support via telephone, facsimile, email and GoToAssist, when required. The primary objective of the 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.
5. Support 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 11), database packages (e.g., SQL server), networking operating systems or components (e.g., LAN, WAN, 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 always 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 is under warranty or has a current ASU.

*Contacting the Knowledgeone Corporation International Support Center.*

Toll Free Phone Numbers

USA	1888 325 1614
UK	0808 234 8828
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)