



**Paperless Productivity 24x7x365 Software Support and Maintenance Program
Overlay**

Preamble

The 24x7 Support Program Overlay is a subscription-based program designed to provide you with support for critical issues for your Paperless Productivity (Paperless) software outside standard Customer Support hours.

This document describes the services of the 24x7 Support Overlay which is offered when you have purchased Software Support and License Maintenance Program services.

Program Overview

The 24x7 Support Program is a subscription-based program designed to provide you with support for Critical issues outside standard Customer Support hours.

When you call, or email, your Paperless Support system the following actions will be taken based on the classification of the Support Request (SR):

Critical (Severity 1 / Urgent): For Support Requests reported during standard Customer Support hours and classified as Critical, a support representative will log the SR and open an internal ticket. Support begins immediately and will be worked on until the SR is resolved, a workaround found, or if required, escalated internally or to a software manufacturer of a Covered Software component. The expected response time for critical SR's is one hour or as soon as reasonably possible from the time that the call is received.

For SR's classified as Critical reported outside of standard Customer Support hours, the SR will be treated in the same manner it was during regular business hours. Support begins and will be worked until it is resolved, a workaround found, or if required, escalated to a software manufacturer of a Covered Software component. SRs will be classified by Paperless as follows:

- a. Critical - An SR will be classified as Critical if the Performance Issue reported causes the Covered Software to be functionally inoperable and prevents the Covered Software from being used in Production Mode. Production Mode means use of the Covered Software, as contemplated by its accompanying documentation, by your users for your internal business purposes and not for testing purposes.
- b. Serious - An SR will be classified as Serious if the Performance Issue reported significantly degrades the performance of the Covered Software or materially restricts your use of the Covered Software in a Production Mode. The Serious Classification does not include questions on end use and configuration of the covered software.
- c. Normal - An SR will be classified as Normal if the Performance Issue reported is a question regarding end use, configuration of the Covered Software or a minor defect in the Covered

Paperless Productivity[®] - Become PaperlessSM

1425 Broadway Ave, #313 - Seattle, WA 98122

T: 888-838-0042 ~ F: 206-812-1247

All Written and Verbal Information Provided By Paperless Productivity[®], Is Proprietary, Confidential, and Not for Distribution.



Software which does not materially restrict your use of the Covered Software in a Production Mode.

As a rule, an SR for a non-production system is classified at one level below that of an identical SR for a production system.

The 24x7 Support overlay service does not provide for dedicated assistance with issues encountered as a result of implementing major changes to the technical architecture of Paperless solution nor does it provide after-hours support for SR other than Critical issues as noted above. (e.g. upgrades to the application, underlying database, addition of new hardware, etc.). Paperless Professional Services must be pre-arranged for these activities and additional charges may apply.

Terms and Conditions

1. This Support Program is an additional program to the standard Paperless Software Support and License Maintenance Program. Customer must be a subscriber, through the duration of this program, to the standard Paperless Software Support and License Maintenance Program.
2. Support for Paperless solutions and associated licenses owned by the Customer for their production environment at the time of drafting this agreement is included only as noted on Paperless' Proposal and/or Invoice.
3. Support on customizations to these products, on any third party product, or general customization is NOT included as part of this agreement.
4. The Customer shall have the option to renew each year by paying in full for the year of support. Paperless shall send an invoice each year at least 60 days prior to expiration of the support agreement. Paperless will use its best efforts to notify the Customer prior to the Term expiration, such notice will include any cost increases.
5. Paperless Productivity 24x7x365 Support Overlay fees are non-refundable.
6. Paperless reserves the right to increase the Support fees on an annual basis in line with reasonable increased costs of service delivery. Such increases, if any will be included in the Support and License renewal proposal.