



LOGICAL INFORMATION MACHINES

LIM Technical Support Policies

May 23, 2007

This support policy defines the technical support services that LOGICAL INFORMATION MACHINES (“LIM”) will provide to you (“CUSTOMER”) when you purchase LIM software products or contract for an Enhanced Support Plan.

These technical support policies are subject to change at LIM's discretion.

Support

All LIM products include Basic Care Support service which provides technical support via phone and e-mail regarding problems, the use of functions and features of the software, identification of anomalies in data sources and general advice on how to get the best results from LIM software. (For direct access to senior support personnel CUSTOMER must purchase an Enhanced Support Plan.) Basic Care Support also includes help with initial product installation and configuration, as well as, access to maintenance patches, product upgrades and enhancements.

Named Users

Each user, as a customer may request and receive support for the particular product to which they hold a valid license. For each location, CUSTOMER should specify a named user that is authorized to receive support for the MIM database. Support for the database will be provided only to such authorized individual. In addition, no support will be provided to any user not holding a valid license.

Support Incidents and Hours

LIM does not place a limit on the number of support phone calls, e-mails or incidents, but may limit the amount of LIM technicians' support time dedicated to non-critical issues. Also, support is limited to those requests received during business hours.

Contacting Customer Support

You may contact customer via the following:

E-mail	support@lim.com
Hours	E-mail is not monitored from 5am Saturday to 6am Monday or on any US holiday.
US & Canada	
Telephone	1.800.LIM.XMIM or 1.800.546.9646 or 512.697.3000, select ext. 3400 or select Option 1
Hours	Monday 6am – Friday 6pm, CST, excluding US holidays.
After Hours & Emergencies	1.800.546.9646 or 512.697.3000, select ext. 3400 or select Option 1
	A voice mailbox that requires the caller to leave a detailed message and call back number for off-hour support is also available for non-emergency situations.
Global	
Telephone	+44 20 7190 2947
Hours	Monday 8am – Friday 5pm, GMT, excluding UK bank holidays. Global customers may contact US support.
After Hours & Emergencies	1.800.546.9646 or Direct



LIM endeavors to staff its help desk during operating days and hours at a level such that 90% of callers will receive an immediate response. In the event a message needs to be left a response will be made within one hour.

Problem Response Procedure

The response to a support request may include one or more of the following:

- Indication that the issue has been logged and is being investigated.
- A request for more detailed information or sample data.
- Suggestions for resolving the problem.
- An answer to the question.
- A solution to the problem.
- A workaround.
- A status report, if the reported problem appears to be caused by faulty code in the LIM software.

Support Plan Features

Service response times and other features differ according to the type of support plan purchased by the CUSTOMER.

See the table below for details:

Feature	LIM Basic Care Plan	LIM Premium Response Plan
Help Desk Support	Yes	Yes
Business Hours (see note below)	6 am – 6 pm CST	6 am – 6 pm CST
After Hours Emergency Support	No	Yes
Access to Senior Technicians (see escalation levels below)	Escalation only via Support	Yes – Direct transfer to Department Specialist via Support
Maximum Response Time, by problem severity.	Critical = 12 hours Major = 24 hours Normal = 48 hours	Critical = 8 hours Major = 12 hours Normal = 24 hours
Maximum Resolution Time, by problem severity.	Critical = 60 days Major = 120 days Normal = 180 days	Critical = 45 days Major = 90 days Normal = 120 days

Escalation Levels

Support: All Basic Care Support requests enter our system at this level.

The technicians at this level are experienced with the MIM server, the MIM database and the entire scope of LIM applications. If they cannot resolve the issue it is immediately escalated to Support Management or, where appropriate, directly to any higher level.

Support Management: The technicians at this level are the most experienced Support technicians and Professional Services specialists. If they cannot resolve the issue it is immediately escalated to a Department Specialist or, where appropriate, directly to any higher level.

Department Specialist: The technicians at this level are part of our Development, Systems Administrative or Data Operations team. If they cannot resolve the issue it is immediately escalated to the LIM Executive Team.

LIM Executive Team: The issues that are escalated to this level are usually product enhancement requests that significantly affect our development cycle and/or plans.

Problem Severity

Critical (C): Production is down, severe business impact.

Major (M): Production partially down, productivity or performance is impacted.

High (H): Production is up, but functionality or performance through workarounds is unacceptable.

Normal (N): Production is up, but unable to achieve desired results due to questions concerning functionality or data.

Nice to Have (NH): Production is up, a development, enhancement or non-critical request.

Problem Resolution Procedure

When you report a problem that may be a “bug” in our software, we must be able to reproduce the problem in our support lab. This sometimes requires your data file(s) or other detailed information. Please be prepared to provide us with anything we request from you. If needed, we will sign a non-disclosure statement to protect the confidentiality of your data and other development work.

The cost of researching these problems will be handled as follows:

- If the problem is due to faulty code in LIM’s product, LIM will assume responsibility for the research cost.
- If the problem is caused by anything other than faulty code in LIM’s product (user error or problems in other vendors’ software products) and we have expended a significant amount of time on diagnosis of the problem, we reserve the right to charge you for the cost of research, at our normal commercial rates.

Consulting and Training Options

Occasionally, a support request exceeds reasonable boundaries for normal technical support. For example, our support technicians may be asked to build, rather than provide advice on, part of a query or data integration solution. This effort falls into the category of consulting and LIM will, in such cases, offer to carry out this work at our normal commercial rates.

Similarly, there are occasions when the support request expands into one-on-one training because a user has not spent sufficient time learning about our software. In such situations we will notify CUSTOMER of the need for training.

Confidentiality

Information exchanged during the support process will not be disclosed to any third party without written consent.

Right to De-support

In an effort to continuously enhance and improve our product offering, LIM may provide additional releases or versions of its programs in the form of an update as part of our technical support services. It may become necessary as a part of LIM's product life cycle to de-support the programs and, therefore, LIM reserves the right to de-support its programs. De-support notices generally are available 12 months in advance of the de-support date and are posted on LIM's Web site and provided to CUSTOMERS by either mail or e-mail.

