

**For the following Elliptics branded products:****Webcrossing Community, Webcrossing Neighbors, Webcrossing Core.**

Technical support services are available for qualified Elliptics customers for three categories of support.

- Standard support—available to all qualified customers (defined below)
- Priority support—available with certain products and services
- Emergency support system
  - Available to hosted customers with a cluster environment
  - Sold separately to qualifying self-host customers

Support is available at <http://elliptics.com/support>.

**1. DEFINITIONS**

- 1.1. Qualified customer: Means either— (i) Elliptics hosted customers, or (ii) Self-hosted customers with an in-effect Elliptics Maintenance & Support Agreement, including in-effect Bayspire Maintenance & Support Agreements.
- 1.2. Technical Support: means the support services—provided at no additional charge—to qualified customers and includes familiarization and advice on the operation of the Software as well as diagnosis and problem resolution for the Software.
  - 1.2.1. Exclusions: In-depth product training, writing or debugging scripts is not provided as part of technical support. Training, custom scripts, and other professional services are sold separately.
  - 1.2.2. Fee-based support: Technical support services may be deemed as billable when a customer requests support and the problem is determined to be caused by: (i) the customer's software including customized scripts for the Webcrossing software, (ii) the customer's third-party services such as video or authentication services, (iii) the customer's negligence or misuse, (iv) for self-hosted customers, if the customer does not maintain the host computer for the Webcrossing Software including a current version of Linux OS as-well-as the Webcrossing Software.
  - 1.2.3. Software: means the software provided by Elliptics including:
    - Elliptics Webcrossing Community
    - Elliptics Webcrossing Neighbors
    - Elliptics Webcrossing Core
- 1.3. Support coverage: Technical support is available for the current Software as defined below:
  - 1.3.1. Elliptics Hosted Customers: All Elliptics hosted customers receive technical support as part of the hosting agreement as defined in Section 2 below.
  - 1.3.2. Customer Hosted (self-host): Self-hosted customers are required to have an annual maintenance and support contract in order to receive support from Elliptics.
- 1.4. Technical Support—Normal Business Hours:

Normal business hours for technical support are posted at <http://elliptics.com/support>. These business hours apply to technical support activity in response to a support ticket (including Priority Support) by the Elliptics staff.

As a virtual company, we recognize local, national and regional holidays. However, the Emergency Support System is available 7x24x365.

## 2. STANDARD SUPPORT

Standard Technical Support is available as follows:

- 2.1. Support ticket: Requests for support can be made by at <http://elliptics.com/support>.
- 2.2. Web support:
  - 2.2.1. User to user community - To gain knowledge and ask questions about the Webcrossing product and/or development, a user-to-user support community is available at <http://harbor.elliptics.com>.
  - 2.2.2. Our FAQ site is located at <http://faq.elliptics.com>.
- 2.3. Support stipulations: Support tickets and Web Support is provided on an “as available” basis to all customers, but responses to support tickets occur during normal business days and hours. Our goal is for our technical team to provide an initial response within one business day.

## 3. PRIORITY SUPPORT

Priority Technical Support consists of Standard Support plus:

- 3.1. Phone support—Phone support is available for Priority Support customers by calling 800-931-9020. Leaving a message there will generate emails to the technical support team.
- 3.2. Support stipulations:
  - 3.2.1. **Normal business hours:** Priority support response for requests made via email, support tickets and phone calls occurring outside normal business hours will be made by close of business on the next business day.
  - 3.2.2. **Response:** For each support request (covering a specific support issue), our goal is to respond within eight business hours (if we miss your call). The support request may be via email, support ticket or phone call. If the issue is not resolved in the initial response, then the issue will receive on-going attention on a priority basis until the issue is resolved.
  - 3.2.3. **Limits:** Priority support requests may be limited to three individuals within your organization. Price includes Priority Support for up to 3 hours per month or a total of 36 hours per year. Additional support is available at prevailing prices.

## 4. AUTOMATED MONITORING—HOSTED CUSTOMERS

For qualifying Elliptics hosted customers we provide a 24x7 Automated Monitoring System. The Automated Monitoring System consists of internal and external services. If the Automated Monitoring System detects a site outage, the monitoring system triggers an alert to Elliptics technical support and/or hosting operations personnel.

Qualifications for this service:

- All Tiers—Internal Monitoring
- Cluster Environment—Internal Monitoring and External Monitoring

## 5. EMERGENCY\* SUPPORT SYSTEM—HOSTED CLUSTER

In addition to Technical Support during normal business hours, Elliptics hosted customers with cluster configurations receive the following support.

- 24x7 Automated Monitoring System
- If the Elliptics automated monitoring fails to detect a site outage, then customers can trigger an alert to Elliptics support and hosting operations through an Emergency contact procedure. A special email address and phone number is provided to customers for this purpose.

- Response: For each Emergency Support request (covering a specific support issue), our goal is to respond to the initial request within four hours. The issue will receive on-going attention on a priority basis until the issue is resolved.

## **6. EMERGENCY\* SUPPORT—SELF-HOST CUSTOMERS**

Support for qualified self-host customers for emergency situations after normal business hours is available on a 24x7 basis by email and phone. Either the email or the phone call will trigger an alert to Elliptics technical support and/or hosting operations personnel. A special email address and phone number is provided to emergency support customers.

Response: For each Emergency Support request (covering a specific support issue), our goal is to respond by phone or email within 24 hours of the emergency request. The issue will receive attention on an on-going basis until the issue is resolved.

Qualifications for this service: Tier 6 (previously Enterprise) License with Elliptics certified system administrators.

## **7. SELF-HOSTED CUSTOMERS' RESPONSIBILITIES**

Self-hosted customers are responsible for all aspects of their server and network. Operating a server and keeping it in good service requires special knowledge and time. We encourage our customers to use our hosted service, where we can properly maintain your server. For customers with self-hosted maintenance and support contracts, the customer is responsible for their machine maintenance, backups, network, security and also for keeping their host computer and Webcrossing software up-to-date if they require upgrades of Webcrossing software, including upgrades for fixes. Sometimes a new Webcrossing version created to fix a bug, or add a customer-requested enhancement, *requires* building Webcrossing using the latest libraries or Linux kernel. In such a case, the customer is required to upgrade their server machine to meet the minimum requirements needed to take advantage of provided upgrades.

\* Emergency support is for site outage or critical malfunctions. Use of the Emergency system for non-critical events is billable at prevailing prices. (Currently, four times the Professional Service hourly rate with a minimum of two hours.)