

Verbella Software Maintenance & Support Services Terms and Conditions

Introduction

Verbella provides Support Services that assist you in realizing the full value of your Verbella Software products. This document describes the Verbella Commitment to provide these Support Services.

Offerings

Updates and Upgrades – All offerings include access to Product Releases, which include defect fixes and functional upgrades. (Not the services involved in installing them.)

Verbella Basic Support (Annual Fee) – When a Customer cannot resolve an issue, that Customer can contact the Verbella Technical Support team.

Verbella Extended Support- When a customer does not have an internal administrator trained on the Verbella Product(s) Verbella offers Extended Support Options to help maintain the system.

NOTE: Support is provided for Verbella Software that is covered by a valid current Support Agreement. All components of any Verbella Software, where support is available and offered by Verbella, must be included under a current Support Agreement.

Contact Options

In all Cases, Verbella requires the Customer contacting Technical Support to be fully trained and, where appropriate, certified on the use of the product. In addition, the Technical Support team validates the coverage of all product licenses by a current Support Agreement.

Verbella Partners are required to provide First Line support where the Customer chooses to work with the Partner as the primary support provider. The Partner is expected to provide assistance in answering software installation, configuration, or usage questions; initial error information gathering; error isolation and identification; creating a reproducible test environment; and providing standard fixes or workarounds to known problems. Where the Customer chooses and enters into a Support Agreement with Verbella, Verbella expects the Customer to assist with providing these services.

Verbella provides Email-based Access, through support@verbellacmg.com, to contact its Technical Support team.

Operational Commitments

Verbella Technical Support prioritizes its Case load based on the Case Priority set by the Customer and validated by Verbella Technical Support. The priorities and the Initial Response Times are defined in this table.

Initial response time:

Critical production problem- 4 business hours

Normal production minor, how- to, or usage questions-8 business hours

Normal non-production-16 business hours

Initial response time represents the maximum time it takes a Verbella Technical Support Analyst to acknowledge receipt of a Customer's reported Case and begin diagnosis. The assigned Support Analyst works the case jointly, with the Customer, to identify an acceptable workaround or resolution of the issue. If the resolution of the Case requires escalation to another Technical Support Analyst, the Technical Support Analyst handling the Case gathers all required information and assigns the Case to the appropriate resource. A Customer can escalate a Case at any time, whenever the Customer thinks the Case needs additional attention.

Exclusions

Software Support does not cover: (i) modifications made to the standard Software application by the Customer or third parties (including Verbella Professional Services), (ii) applications developed by the Customer or third parties, products, services or functionality not provided by Verbella, (iii) onsite support services at the physical location of the Error, (iv) products for which the Customer has not maintained current certifications, (v) systems engineering services, programming and operations procedures of any sort, (vi) the use of an operating system or any software or hardware or networking systems not certified by Verbella, (vii) use of the Programs in a manner for which they were not designed.

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