

DataBasics Customer Support Fair Usage Policy

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DataBasics Customer Fair Usage Policy

1. Software Maintenance and CustomerCare

Software Maintenance (SM) agreements play an essential role in ensuring our customers are able to fully realise the benefits of DataBasics software solutions.

CustomerCare is the basic level of support for our customers with a current Canto Cumulus Software Maintenance or formal support agreement. It provides access to technical support via our CustomerCare centre. Our Technical Services team maintains a helpdesk database that tracks queries until resolution and ensures a timely response.

A Software Maintenance (SM) agreement for day-to-day CustomerCare comes bundled with the software and is renewed annually. It entitles the customer to support in answering operational questions, assistance with software issues, and provision of advice for fixing issues encountered by operators.

As a guide we believe a maximum of one hour is fair and reasonable for assistance with most queries. Additional assistance can be offered but may be quoted and invoiced.

CustomerCare does NOT include:

- Training of staff
- In-depth or highly technical queries i.e. non-operational questions such as those regarding product integration or development
- Use of third party applications for example: Microsoft Office, and related products, Adobe products
- Assistance with viruses, worms, and other malware
- Repairing data caused by incorrect operation
- System recovery or transfer in the case of server upgrades or replacement, hard disk failures, etc.
- In-depth business consultation or process development
- Specific data conversion, importing or processing.

2. PremiumCare

PremiumCare is an **additional layer of services** or superset above CustomerCare and is provided by the DataBasics Technical Services team to provide a premium level of support for solutions running either on-premise or in a private cloud.

PremiumCare provides a higher level of user satisfaction with general day to day operational challenges associated with any business solution. Services are charged recurrently based upon a percentage of the current product license value. It is quite distinct from other services DataBasics provide. PremiumCare includes fixing and resolving issues lodged with CustomerCare, and short training sessions on the use of the solution.

PremiumCare may be regarded as "Premium Software Maintenance" i.e. it includes and expands upon Software Maintenance. It does not replace, overlap or compete with the delivery of Professional Services or Managed Services.

Prerequisite: existing and current Software Maintenance.

PremiumCare does NOT include:

- In-depth or highly technical queries, i.e. non-operational questions such as those regarding product integration or development.
- Use of third party applications for example: Microsoft Office, and related products, Adobe products.
- Assistance with viruses, worms, and other malware.
- Repairing data caused by incorrect operation.
- System recovery or transfer in the case of server upgrades or replacement, hard disk failures, etc.
- In-depth business consultation or process development.
- Specific data conversion, importing or processing.
- Canto product bug fixes.

Initial contact for CustomerCare and PremiumCare is preferred via an email to helpdesk@databasics.com.au but urgent requests will be taken directly by telephone. If deemed required by DataBasics support personnel, this may include extended telephone support and/or direct support via remote access.

Summary

At DataBasics our goal is to ensure our customers maximise their use of our products and receive the business benefits they can offer. To that end we will typically assist customer beyond these guidelines, at our own discretion if we feel it is fair and reasonable. For example, asking a question about how to configure software to assist in its use would be considered reasonable, however requesting assistance with writing a website interface would be outside this scope.

Customers who make excessive use of support and show a poor understanding of an application's use may be requested to undertake further training before regular CustomerCare or PremiumCare support is provided.

These guidelines have been established to ensure that DataBasics can provide a high level of support to all its customers at a fair price. Without these controls, excessive use of support by a small number of customers could lead to increases in fees to all. We are more than happy to provide higher levels of support coverage at an additional cost should you feel your organisation requires it.

For additional terms and conditions please refer the software license agreement provided to you at the time of purchase. If you cannot find, or have misplaced, the license agreement please contact DataBasics for a copy - info@databasics.com.au