

GRSoftware Support and Billing Policy

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The GRSoftware support maintenance plan allows you to get the support you need at the time you need it. Customers on the GRSoftware support maintenance plan receive the following services:

- 1) Guaranteed support response times
- 2) Off hour support (24 x 7 support availability)
- 3) Ability to request a specific GRSoftware technician
- 4) Access to "FAST Track" Support and programming services
- 5) Obtain free answers to your **support questions** via web.
- 6) Weekly project updates via email to see the current status of all your open projects.
- 7) Emergency support available via GRSoftware Customer Center.
- 8) Access to on-line training and demos from Infor and GRSoftware

Customers who are not on the GRSoftware support maintenance plan are still able to get support and programming services, but will not receive any of the above options and will pay a 20% premium on any support or development services used.

Support Avenues

Support may be obtained from GRSoftware in one of two ways. The first and most popular method of obtaining support is the telephone. The second and one we would like to further promote and use is web support. Web support is the BEST way to get a hold of GRSoftware.

- **Phone Support** is obtained from GRSoftware by calling (616) 493 8000.
 - Most phone calls are answered between the hours of 8am and 5pm, however if you are required to leave a message please give us as much information about your support issue as possible.
- **Web support** can be obtained by logging into the GRSoftware Customer Center and clicking on the "Get Support" link
 - If you do not already have a GRSoftware customer center login or you have forgotten your login information you may contact GRSoftware to have one setup for you.
 - Web Support is **highly** recommended for any off-hour support required

Using the GRSoftware support center will allow us to give you better and more efficient support for the following reasons.

- Using the support center will notify ALL GRSoftware employees of your support case. Our phone system can only notify one employee
- Entering your case in the support center will allow us to better track our support cases as well as keep track of support history.
- The support center allows us to communicate better internally as to who is handling what support cases.

Between Web and Phone support you should always be able to get in contact with GRSoftware.

Support Types and Hours

- **Standard Support** is offered to all customers between the hours of 8:00am and 5:00pm Monday thru Friday with the exclusion of holidays
- **Scheduled Off-Hour Support** is available to GRSoftware Support Maintenance customers by reserving blocks of off-hour time in advance. Off-hour reservations must be made during Standard Support hours. Scheduling off hour support allows us to have a technician available during the time you require support. Scheduled Off-Hour support can be purchased in 1 hour increments at a cost of \$30.00 per hour. Scheduling off-hour support allows you to get faster response time as well as receive standard support rates on any actual support required during the reservation period. This allows you to avoid Off-Hour support rates.
- **Un-Scheduled Off-Hour Support** is available to all customers anytime Standard Support is not available. Off-Hour Support rates apply.
- **"FAST Track" Support** is available to any customer on the GRSoftware Support Maintenance program. "FAST Track" support and programming services allow you to get your service request bumped up on the priority list.
 - **FAST Track Service** **20% Premium**
 - Your project request can be placed in a priority queue for faster completion. FAST Track options may vary, based on the scope of you project and the current project queue.

Pre-Payment Options

Customers may obtain discounts to their standard billing rates by pre-paying for services. Pre-payment options will vary by project and customer. Contact GRSoftware to find out what pre-paid options and discounts are available to you.

Billing Rates

- **Standard Support** hours are billed at your standard support rate
- **Scheduled Off-Hour Support** hours are billed at your standard support rate.
- **Un-Scheduled Off-Hour Support** hours are billed at your Off-Hour Support rate.

Support is billed for any time a GRSoftware technician is working on your support issue. Support hours are billed in 1/2 hour increments. To obtain your current standard and off-hour rates contact GRSoftware.

Response Times

Response time is the time elapsed from the support request to the time a GRSoftware technician starts addressing your support issue. Response times are guaranteed to GRSoftware Support Maintenance Customers only.

- **Standard Support** response time is 1 hour or less for requests by phone and by web.
- **Scheduled Off-Hour support** response time is 1 hour or less by web and 2 hours or less by phone.
- **Un-Scheduled Off-Hour Support** response time is not guaranteed.

When obtaining support via phone or the web please provide us with the following information:

- Your Company Name
- Your Name
- Your Contact Phone Number
- Description of your problem
- If you have a FACTS error
 - Error Number
 - Program Name
 - Line Number