

Overview of the ARCHIBUS Technical Support Program

Take advantage of the comprehensive technical support offered by the knowledgeable, responsive ARCHIBUS Technical Support team. ARCHIBUS Technical Support may be purchased from ARCHIBUS, Inc. (also referenced as "AI") or your authorized ARCHIBUS Business Partner.

AI provides ARCHIBUS Technical Support in one of two options:

Unlimited Incidents Plan:

This plan entitles your organization to an unlimited number of Technical Support Incidents, valid for a period of one year from the date of activation

Fixed Incident Plans:

This plan entitles your organization to a fixed number of pre-paid Technical Support Incidents valid for a period of one year from the date of activation. Unused Incidents cannot be carried over to a subsequent year.

SERVICE FEATURES:

With either plan, two (2) named individuals ("Authorized Contacts") from your organization may open Incidents with ARCHIBUS Technical Support via telephone, e-mail, fax, the ARCHIBUS Web site or other mechanisms AI may make available. ARCHIBUS Technical Support Engineers are available from the hours of 9:00 am to 6:00 pm, Monday through Friday (Eastern Time Zone) on days AI is open for business. In addition, the ARCHIBUS Technical Support Program provides:

24x7 on-line access to:

- Status of your reported Incidents
- ARCHIBUS, Inc. Technical Support FAQ Knowledgebase
- Technical Support downloads (including Product Updates)

E-mail notification of recently posted:

- Technical Support downloads
- Knowledgebase items

SCOPE OF ASSISTANCE:

- Technical Support allows plan participants ("Authorized Contacts") to submit focused questions regarding the use of individual features or functions of the covered ARCHIBUS software. Authorized Contacts may also identify and confirm reports of features or functions of the ARCHIBUS software which may not be performing according to the documentation. If possible, AI will provide "workarounds" for confirmed deficiencies and may forward the Incident to the ARCHIBUS Product Engineering team for resolution.

END-USER RESPONSIBILITIES:

- Authorized Contact will provide the AI Technical Support representative with a valid Technical Support Customer Identification Code and proper password.

END-USER RESPONSIBILITIES cont:

- An Incident Confirmation ID (provided upon report of a new Technical Support Incident) must be used in all communications regarding the Incident.
 - For Technical Support Programs that are based on a fixed number of Technical Support Incidents, not providing the existing Incident confirmation ID to ARCHIBUS Technical Support may result in the usage of an additional Incident.
- All communication with ARCHIBUS Technical Support, whether verbal or in writing, must be conducted in English.
- Authorized Contacts should provide all reasonable information and perform all reasonable tasks requested by ARCHIBUS Technical Support Engineers in their efforts to resolve an Incident. Inability to supply such information or to take investigative actions requested by ARCHIBUS Technical Support Engineers may result in the Incident being closed.

OTHER CONSIDERATIONS:

- Technical Support Programs provide coverage for the entire scope of ARCHIBUS, Inc. software licensed by the End-User. Technical Support Programs cannot be purchased for individual software components of ARCHIBUS.
- Technical Support Programs will only be made available for the current version of ARCHIBUS or the version immediately prior to the then current version of the Software.
- The Technical Support Subscription Fee must be paid in full before AI's provision of support services.

RESTRICTIONS:

- ARCHIBUS Technical Support cannot be used to educate plan participants on how to use ARCHIBUS Software beyond specific "how to" questions. Regularly scheduled ARCHIBUS training sessions are available through ARCHIBUS, Inc., the ARCHIBUS Business Partner network, and at select academic institutions worldwide.
- ARCHIBUS Technical Support may not be used in place of an ARCHIBUS-trained specialist to design or implement modifications to the ARCHIBUS software. Assistance in designing or implementing customizations to ARCHIBUS software is available directly through ARCHIBUS, Inc. Professional Services or via the ARCHIBUS Business Partner network.

For more information, please contact your ARCHIBUS authorized Business Partner or your Business Development Manager at ARCHIBUS, Inc.