

BINARY STREAM SOFTWARE, INC.

Support Policy

Binary Stream Software Support (Support) performs two primary functions:

1. to assist customers in achieving the functionality described in the software documentation for both Binary Stream Software out-of-the-box products and customizations, and
2. to provide the latest version of software that is compatible with the latest releases of Microsoft Dynamics GP.

Support for Microsoft Dynamics GP must be provided by an authorized Value Added Reseller (VAR) and/or by Microsoft.

The term of Support is one (1) year from the time of invoice for out-of-the-box products or one year from the time of delivery for customizations, unless otherwise stated in a separate agreement.

Support is limited to the latest two major versions of Microsoft Dynamics GP.

Support covers:

- **Latest version and/or service pack** of the Binary Stream software that is being supported, for a maximum of four years,
- **New software keys** – trial or permanent – as required,
- **Questions and queries** regarding the Binary Stream Software product or customization in production (after implementation and go-live)

Support does not cover:

- Grandfathered versions of the Binary Stream software.
- **Implementation Services**, which should be handled by the VAR that performs the implementation of the product. If these services need to be provided by Binary Stream, a separate agreement specifying the scope and billing terms should be made. This type of support is generally
- **Training**, which should be arranged separately in the same manner as for Implementation Services.
- **Data integration services, enhancements, or customizations**; which should be arranged separately in the same manner as for Implementation Services.
- **Microsoft Dynamics GP support**, which should be handled by the VAR or Microsoft. If these services need to be provided by Binary Stream, a separate agreement specifying the scope and billing terms should be made.
- **Other Microsoft Dynamics GP third-party product support.**

Initiating a Support Call:

- **Step 1. Contact your Microsoft Dynamics GP VAR.** Value Added Resellers of Binary Stream Software products and customizations are expected to provide Level 1 support to end users. Level 1 support is defined as providing first contact from an end user on a suspected issue. The reseller will determine if the issue is related to a Binary Stream product or customization, non-related, or an issue related to Microsoft Dynamics GP or another third-party product; using means such as temporarily disabling the Binary Stream Software product or customization—e.g. by removing it from the Microsoft Dynamics GP launch file.

If the problem is found to be a Microsoft Dynamics GP issue, the VAR or Microsoft must be engaged to address it.

If the issue is related to a Binary Stream product or customization, the VAR should first attempt to answer it. If they cannot, either the VAR or the end user may contact Binary Stream for Support.

- **Step 2. Contact Binary Stream.** When contacting Binary Stream for Support, the following information must be provided:
 - The name of the VAR
 - The name of end user
 - The name of the Binary Stream product or customization
 - The build number of the Binary Stream product or customization
 - The version and service pack of Microsoft Dynamics GP
 - Detailed description of the issue, including such information as how to recreate the issue, screen shots, etc.
- **Step 3. Provide additional information upon request.** In order to troubleshoot an issue, Binary Stream may require a copy of the end user's Microsoft Dynamics GP environment, comprising full database backups of the DYNAMICS and Company databases, and the complete contents of the GP folder, including all of the subfolders, plus any additional folders referenced in the end user's Microsoft Dynamics GP launch file (Dynamics.set). Binary Stream will troubleshoot the issue using tools that must remain on the premises of Binary Stream. If the end user does not agree to provide a copy of their environment upon request, the end user understands that it may not be possible to troubleshoot the issue and that the issue may ultimately be unresolved.

Closing a Support Call

A support call will be considered closed and fulfilled when one or more of the following conclusions have been reached:

- A question has been answered with a solution based on the designed features and functionality of the product or customization
- A question, relating to a function that is beyond the scope of the product or customization's design, is resolved with a work-around
- A question is resolved by a published update to a product/customization or its documentation
- An open question has been responded to with the best-possible answer and no further research or assessment is considered possible or reasonable by technical support management.

Operating Hours

Operating hours are from 8am – 5pm, Monday – Friday, Pacific Standard Time excluding local holidays.

How to Contact Binary Stream for Support

Please email all support requests to support@binarystream.com (the preferred method) or call +1.604.522.6300 and dial '2'.

Support Tiers

There are 2 Tiers of Support:

- **Standard Support.** 18% of licensing fees, which includes all current product version / service pack releases and a response time* of eight (8) business hours.
- **Priority Support.** 25% of licensing fees, which includes all current product version / service pack releases and a response time* of three (3) business hours.

* Response time is a guaranteed initial reply to initiator of a Support Call and not necessarily a definitive resolution to an issue.

Fixes for “Bugs” or Defects in Binary Stream Products or Customizations

A “bug” or defect is a verifiable deficiency in the intended design or functionality of a Binary Stream product or customization. Note that features and functionality that are beyond the scope of the design of a product or customization are not bugs. Apparent anomalous behavior of a product or customization can only be verified and declared a “bug” or defect by Binary Stream Software. All other reported issues that are not classified as a “bug” or defect will not be fixed as a deliverable of Support.

If a verifiable “bug” or defect in has been declared, the initiator of a Support Call or specified contact person will be informed of the release date (delivery date) for the fix.

If a date sooner is required, extra charges will apply.

Failure to Renew Support

- No further software updates will be made available after the expiration date,
- No support calls will be answered or investigated after the expiration date.

To renew Support, please contact Binary Stream. The term of a renewal is one (1) year starting on the day after the expiration date of the previous term. Late renewals may result in a penalty at the discretion of Binary Stream.