

# Software Support Policy

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## 1 Overview

### 1.1 Purpose

This policy is intended as a statement of how Binary Stream Software Inc. (BSSI) will provide software support to an End User of BSSI software who is covered by an active support contract. This support may be delivered through the End User's Value Added Reseller (VAR).

### 1.2 Scope

This policy describes who provides software support, introduces BSSI's support plans, and reviews the steps for initiating and resolving a support incident.

### 1.3 References

This policy refers to content that is also found in the End User Support Plans matrix.

## 2 Definitions, Acronyms, and Abbreviations

**BSSI:** Refers to Binary Stream Software Inc., an ISV of integrated business solutions for Microsoft Dynamics GP.

**Defect:** Refers to a confirmed deficiency in the functionality of the Software according to its intended design.

**Dynamics GP:** Refers to accounting and financial management software from Microsoft

**End User:** Refers to the actual user of the Software.

**ISV:** (Independent Software Vendor) Refers to a developer and seller of integrated business solutions for Microsoft Dynamics GP.

**Level 1 Support:** Refers to the initial contact between a reporting user and a VAR or BSSI concerning a suspected issue. Determination of whether the support incident involves a BSSI product or customization has not yet been made.

**Level 2 Support:** Refers to deep technical support to resolve a pre-determined issue with a BSSI product or customization.

**Microsoft:** Microsoft Corporation

**Response Time:** Refers to the maximum elapsed time during the Hours of Operation within which BSSI Support will make an initial reply to the person reporting a support incident. This is not the time to provide a definitive resolution to the issue.

**Software:** Refers to Binary Stream Software products.

**Support:** Refers to the Technical Support Group at BSSI.

**Support Plan:** Refers to a collection of software updates and services.

**VAR:** Refers to a Value-Added Reseller of Microsoft and ISV software products.

## **3 Policy Description**

### ***3.1 Support Providers***

#### **3.1.1 BSSI Technical Support**

The Technical Support group (Support) at BSSI performs three primary functions:

1. Assists customers to achieve the functionality described in the documentation for BSSI software products and customizations (Software); and
2. Logs and investigates software incidents.
3. Provides updated builds of the Software, including enhancements and fixes that are compatible with the latest releases of Microsoft Dynamics GP software.

Support provides software support according to the terms of the active Support Plan for an End User.

#### **3.1.2 Other Support Providers**

Support for Microsoft Dynamics GP and any other third-party products or software must be provided by an authorized Value Added Reseller (VAR), Microsoft, and/or the vendor of the third-party product or software.

### ***3.2 Support Plans***

#### **3.2.1 Obtaining a Support Plan**

An End User purchases a support plan as part of a new software purchase, or as a support contract renewal.

#### **3.2.2 Types of Support Plan**

There are two types of Support Plan: Standard and Enterprise. In general, if an End User purchases or currently owns a BSSI Enterprise product, they must choose one of the Enterprise Support Plans; if a non-Enterprise product, they must choose one of the Standard Support Plans.

There are two levels of Standard Plans and three levels of Enterprise Plans. The coverage of each Support Plan is as follows:

## Binary Stream Software End User Support Plans

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	Standard Plan	Standard Plus Plan	Enterprise Plan	Enterprise Plus Plan	Enterprise Premium
<b>Products</b>					
Enterprise Series	✓	✓	✓	✓	✓
Manager Series	✓	✓	N/A	N/A	N/A
Foundation Series	✓	✓	N/A	N/A	N/A
Customizations	✓	✓	Per customization	Per customization	Per customization
<b>Features</b>					
BSSI Software Updates	✓	✓	✓	✓	✓
BSSI Software Versions Updated	11.0 10.0	11.0 10.0	11.0 10.0	11.0 10.0	11.0 10.0
Professional Services Hours	N/A	2 hours	4 hours	6 hours	8 hours
<b>Technical Support</b>					
Maximum Incidents (the greater of this or Minimum Incidents)	Based on price of support plan including discounts and excluding software.	Based on price of support plan including discounts and excluding software.	Based on price of support plan including discounts and excluding software.	Based on price of support plan including discounts and excluding software.	30
Minimum Incidents	3	5	6	10	30
Hours of Operation	Monday to Friday 10 AM to 7 PM Eastern	Monday to Friday 10 AM to 7 PM Eastern	Monday to Friday 10 AM to 7 PM Eastern	Monday to Friday 10 AM to 7 PM Eastern	Monday to Friday 10 AM to 7 PM Eastern
Response Time	8 hours	3 hours	3 hours	2 hours	1 hour
BSSI Software-Level 1 Support (no pre-determination required)	N/A	✓	N/A	✓	✓
BSSI Software-Level 2 & 3 Support (pre-determination required)	✓	✓	✓	✓	✓
• Includes questions and requests related to operating in production.					
• Excludes questions, requests, training, and consulting related to implementation, integration, and customization					
BSSI Software Versions Supported	11.0 10.0 9.0	11.0 10.0 9.0	11.0 10.0 9.0	11.0 10.0 9.0	11.0 10.0 9.0
BSSI Software Builds Supported	All for support versions	All for support versions	All for support versions	All for support versions	All for support versions

### 3.2.3 What a Support Plan Covers

- Periodic updates of the Software, including enhancements and fixes.
- All builds of the Software that the End User has been licensed to use, up to a maximum of four years from the release date of the build and limited to the latest three major versions of Microsoft Dynamics GP.
- Fixes for defects in the Software, limited to the latest service pack for each of the latest two major versions of Microsoft Dynamics GP. Fixes will be released in the next build of the Software; if the fix is required sooner, extra charges will apply. New builds may require upgrading to the latest service pack, update, or hot fix of Microsoft Dynamics GP. A defect is a confirmed deficiency in the functionality of the Software according to its intended design. Features and functionality that are beyond the scope of the design are not considered defects. Apparent anomalous behavior of the Software can only be confirmed as a defect by BSSI. Issues that are not confirmed to be a defect are not covered by Support, but may be addressed as a chargeable enhancement to the Software.
- Incidents that involve questions and requests related to operating the Software in production.
- Stated initial response times.

- A maximum number of incidents per year, based on the type of Support Plan and price. A single email with multiple questions or requests may be split and counted as two or more incidents. Any unused incidents for the contract year are not carried forward to a renewed support contract unless the user has purchased supplementary incidents. Defects do not count as an incident. A Support Plan customer may purchase additional incidents as needed.
- A minimum number of incidents per year, depending on the Support Plan.
- Level 2 Support in which the involvement of the Software as part of the incident has been pre-determined by the End User, the VAR, or Microsoft. If it is subsequently determined that the Software is not involved, the incident will be referred to the End User's Microsoft Dynamics Partner or Microsoft; it will not count against the number of incidents available for the End User; and the reporting party will be charged on a time and materials basis.

### **3.2.4 What a Support Plan May Cover**

- Professional Services hours, which may be used on a limited basis for training, requirements gathering/analysis, and configuration design/review. Any unused hours for the year are not carried forward to a renewed support contract.
- Shorter initial response times.
- Level 1 Support, which includes the determination of whether the incident involves a BSSI product or customization. If it is determined that the Software is not involved, the incident will be referred to the End User's Microsoft Dynamics Partner or Microsoft, it will count against the number of incidents available for the End User, but the reporting party will not be subject to additional charges.

### **3.2.5 What a Support Plan Does Not Cover**

- Software builds that were released more than four years in the past, or for major versions of Microsoft Dynamics GP older than the latest three. End Users must upgrade to a more recent build and/or version in order to receive Support. Professional Services may also be able to offer interim assistance on a time and materials basis.
- Fixes for defects found in the Software for major versions of Microsoft Dynamics GP older than the latest two versions, or for service packs older than the latest service pack for each of the latest two versions of Microsoft Dynamics GP. Fixes for older versions and services packs may be possible, subject to additional charges.
- Questions, requests, training, and consulting related to the implementation, integration, and customization of the Software. If BSSI Professional Services are required in regard to these activities, a separate agreement specifying the scope and billing terms should be made.
- Microsoft Dynamics GP. Professional Services may be able to offer limited assistance on a time and materials basis.
- Other Microsoft Dynamics GP third-party products.

### **3.2.6 Expiration of a Support Contract**

Unless otherwise stated in a separate agreement, a new support contract expires:

- One (1) year from the invoice date for products
- One (1) year from the delivery date for customizations

A renewal support contract expires:

- On the anniversary date of the contract renewal, subject to receipt of payment

To continue receiving support for the Software, an End User must renew their support contract annually, before the expiration date. The VAR is an intermediary in this transaction.

### 3.2.7 Renewing a Support Contract

To renew a support contract, the VAR contacts Binary Stream Software, preferably by sending an email to [renewals@binarystream.com](mailto:renewals@binarystream.com). An End User should contact their VAR. Generally, a renewed support contract starts the day after the expiration date and expires one (1) year from the renewal start date. A late renewal may result in a penalty at the discretion of BSSI.

### 3.2.8 Failure to Renew Support

Failure to renew an annual support contract on or before the expiration date will result in the cessation of all software updates, services, and support covered by the Support Plan.

- No further software updates will be made available after the expiration date.
- No support incidents will be logged or investigated after the expiration date.

## 3.3 Getting Support

### 3.3.1 Contacting BSSI Support

Email all support requests to [support@binarystream.com](mailto:support@binarystream.com) (the preferred method)

Call +1 604-522-6300 and dial 2

### 3.3.2 Operating Hours

Operating hours for BSSI Support are from Monday to Friday, 10 am to 7 pm in the Eastern Time Zone of the United States of American and Canada, with Daylight Savings Time observed, and excluding local holidays.

### 3.3.3 Initiating a Support Incident

#### **Step 1–Contact your Microsoft Dynamics GP VAR**

The VAR for BSSI products and customizations is 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 VAR will determine if the issue is related to a BSSI Software product or customization, is unrelated, or is related to Microsoft Dynamics GP or another third-party product; using various means, which may include temporarily disabling the BSSI Software product or customization, that is, 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 BSSI Software product or customization, the VAR should first attempt to resolve the issue. If they cannot, either the VAR or the End User may contact BSSI Support.

#### **Step 2–Contact BSSI Support**

When contacting BSSI Support, the following information must be provided:

- The name of the VAR
- The name of the End User
- The name of the BSSI Software product or customization
- The build number of the Software
- The version and service pack of Microsoft Dynamics GP

- A detailed description of the issue, including how to recreate the issue, pertinent screen captures, text of error messages, and so on.

### **Step 3–Provide Additional Information on Request**

In order to troubleshoot an issue, BSSI may require logs, traces, and/or 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).

BSSI will troubleshoot the issue using tools that must remain on the premises.

If the End User does not agree to provide logs, traces, and/or a copy of their environment upon request, the End User must understand that it may not be possible to troubleshoot the issue and that the issue may remain unresolved.

## **3.3.4 Closing a Support Incident**

BSSI Support will consider a support incident as 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 Software.
- A question, relating to a function that is beyond the scope of the Software's design, is resolved with a work-around.
- A question is resolved by a published update to the Software 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 BSSI.
- The person who reported the incident has not responded to a request for additional information within 10 business days.

## **4 Contacts**

For further clarification of this policy, contact BSSI Support or BSSI Sales.

[support@binarystream.com](mailto:support@binarystream.com)

[sales@binarystream.com](mailto:sales@binarystream.com)