Software Support Options

To help you and your business keep your production systems running in top condition and minimize any down time, VAS offers several support options. VAS provides A+++ 24X7 support to major clients systems that are directly res ponsible the delivery of many billions of dollars of product annually. In addition to VAS provided Annual Service Contracts, source code licenses and training are offered to those customers that prefer internal or self -support. In these situations, transitionary support contracts are also available. Our Annual Service Contracts are offered in three levels for you to select the type of support best suited to your operations and business needs. These service levels are:

Basic Support

- Technical Support via the web (No Phone Support) – Requests for support are to be submitted via an automated web interface. A response will be generated within two business days (Monday through Friday).

- Return for Replacement Hardware Support – In the event of failure o n supported hardware, VAS will issue a return material authorization (RMA). The defe ctive unit must be shipped to VAS and upon verification of defect, a replacement unit will be shipped.

- Software bug fixes – Bug fix releases of software are made available to Ba sic Support customers free of charge [1].

- INITIAL RESPONSE TIME: As shown in RESPONSE and RESOLUTION TIMES table at the end of this document.

- TARGET RESOLUTION TIME: As shown in RESPONSE and RESOLUTION TIMES table at the end of this document.

Advanced Support

All the benefits of Basic Support plus...

- Technical Phone Support 10x5 - Support hours would be based on Time Zone of SUPPORTED SOFTWARE and are defined in the Software Support Contract. The technical support and information relates to software use, co nfiguration, maintenance, error correction, and troubleshooting.

- Advance Hardware Replacement – In the event of failure on supported hardware, Vargo will ship a replacement unit before receiving the defective unit. The defective unit must be received two (2) weeks to prevent charges from being assessed for the replacement unit.

- Software Updates – Periodic maintenance releases of software are made available to Advanced Support customers free of charge.

- INITIAL RESPONSE TIME: As shown in RESPONSE and RESOLUTION TIMES table at the end of this document.

- TARGET RESOLUTION TIME: As shown in RESPONSE and RESOLUTION TIMES table at the end of this document.

© 2002-2007 Vargo Adaptive Software
4221 Freidrich Lane Suite 150
Austin, TX 78744 -1062
Phone 512.851.2377
Fax 512.851.2379
www.VARGOcompanies.com
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Premium Support

All the benefits of Advanced Support plus…

- On-Call Pager Support 24x7 – An alphanumeric paging system that may be accessed via a toll free 800 number or through regular email services. An on-call support engineer will return the page within 1 hour of receipt – 24 hours per day, 7 days per week!

- Software Updates and Problem Escalation – Periodic software updates of the supported software will be provided free of charge.

- Availability of an on-site support engineer to provide assistance with configuration, maintenance, or general troubleshooting [2].

- INITIAL RESPONSE TIME: As shown in RESPONSE and RESOLUTION TIMES table at the end of this document.

- TARGET RESOLUTION TIME: As shown in RESPONSE and RESOLUTION TIMES table at the end of this document.

RESPONSE and RESOLUTION TIMES

Type of Problem	Description	Type of Service	Initial Response time (hrs) [3]	Solution	Target Resolution time (hrs)	Closure Criteria
Level 1	CRITICAL SOFTWARE OR HARDWARE PROBLEM	Premium Advanced Basic	1 2 2	Temporary work around or Patch	4 8 8	Temporary work around or Patch incorporated into Release
Level 2	SOFTWARE PROBLEM	Premium Advanced Basic	1 2 2	Temporary work around or Patch	8 8 16	Temporary work around or Patch incorporated into Release
Level 3	ADS HARDWARE PROBLEM	Premium Advanced Basic	1 2 2	Repair or Replacement	8 [4] 8 16	Repaired or Replacement Item Installed
Level 4	NON-VAS HARDWARE PROBLEM	Premium Advanced Basic	1 2 2	Repair or Replacement	8 8 16	Repaired or Replacement Item Installed
Level 5	TRAINING PROBLEM	Premium Advanced Basic	1 2 2	Additional Training	8 16 24	Training Complete
Level 6	OPERATIONAL PROBLEM	Premium Advanced Basic	1 2 2	Additional Operation Instruction	8 16 24	Instruction Complete

[1] Excluding charge for Service Contract

[2] This service is available at an additional charge to be agreed upon between Vargo and the supported customer

[3] Vargo BUSINESS HOURS as defined in Standard Support Contract except for Premium Support Contracts

[4] Excludes In-transit shipping times for replaceable hardware covered under Support Contract

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