



VERIMATRIX CUSTOMER SUPPORT POLICY

1.0 Maintenance Support Plan.

Verimatrix Customer Care. Verimatrix provides a Customer Care Team which will assist Customers with all Issues and Problems while the Customer is enrolled in the Maintenance Support Plan. Verimatrix responds to Issues and Problems through 3 levels of support: Initially, when Customers Designated Contact contacts Verimatrix Customer Care for assistance, they will receive "Level 1 Support", whereby dedicated Customer Care Team personnel will attempt to resolve the Customer Issue or Problem. If the Issue or Problem can not be resolved, Verimatrix will determine if it needs to be escalated to "Level 2 Support", and then to "Level 3 Support", if necessary. "Designated Contact" means up to three (3) employees or contractors of Customer who (i) have the authority and expertise to perform the Designated Contact activities set forth herein, and (ii) are identified in writing from time to time by Customer to Verimatrix. Issue means a failure of the Licensed Product to function as specified, due to a configuration of the End User's software, hardware, or delivery network. Issues may also be user confusion or misunderstandings of the Licensed Product's functionality. Issues are further classified as "Critical," "Severe," "Medium," and "Low" as set forth in Table 3-1 below. Problem means a failure of the Licensed Product to comply in a material respect with its written specification, as supplied by Verimatrix under the License Agreement. Problems are further classified as "Critical," "Severe," "Medium," and "Low" as set forth in Table 3-1 below. Verimatrix reserves the right to modify its Customer Support Policy at any time.

2.0 Level of Support Details. The follow functions will be provided by Verimatrix Customer Care's three levels of support:

Level 1 Support
Answering initial calls and email inquires direct from Customers. Includes response by a technical representative who will determine if the Issue or Problem is related to the performance or functionality of the Licensed Program or some other aspect of Customer's Environment. The technical representative will document the Issue or Problem (if related to the Licensed Program) and assign a classification level (see Section 3.0 below)
Receipt and logging of Customer Issue and Problem calls
Distribution of updates and Major Releases to Customers
Support for installation activities, including configuration Issues, installation related Issues, and post-installation reconfiguration
Issue and Problem classification as hardware, software, network configuration, driver or configuration issue
Troubleshooting using diagnostic utilities
Attempted resolution of hardware Issues and Problems
Gather and analyze trace information
Responses to frequently asked questions
Decoding of error messages and attempting to provide corrective action based on information provided by Verimatrix
Verification of software release level and providing updates, if necessary.
Search through Customer reference material for documented Customer procedures
Search through knowledge base
Escalation to Level 2 Support via a Designated Contact
Provide Issue or Problem documentation
Provide one to two line Issue or Problem description
Assign priority level
Direct follow-up with Customer on status of Issues or Problems escalated to Level 2 and Level 3 support

Level 2 Support
Assignment of senior technical expert who is responsible for further investigation of and definition of the Issue or Problem, and escalation as required for Level 3 Support;
Issue and Problem trouble-shooting, and development of work-arounds;
Analyzing traces & processor dump information;
Identifying code-level Problem;



Determining hardware interdependencies and relationships
Determining if the failure was caused by configuration or software object code.
Review of Issue or Problem documentation
Issue or Problem isolation
Issue or Problem rediscovery (see steps from above Level 1 Support description)
Documentation
Investigate Workarounds
Escalation to Level 3 Support
Provide or enhance Issue or Problem documentation
Ensure accuracy of Issue or Problem description

Level 3 Support
Sustaining engineering effort responsibility for creating bug fixes, workarounds and updates to the Licensed Program.

3.0 Classification for Prioritization. Verimatrix shall initially classify Problems and Issues in accordance with the Table 3-1 and based on the circumstances reported by a Designated Contact. Verimatrix shall have the right, in its reasonable discretion, to re-classify a reported an Issue or Problem after further investigation. Verimatrix shall use reasonable efforts to investigate Issues and Problems reported by a Designated Contact. Such investigation may include establishing remote diagnostic connections or making a visit to the site where the Licensed Program is installed if Verimatrix determines that such a visit is required to investigate or resolve an Issue or Problem.

Table 3-1 Classification of Issues and Problems

Classification	Description
"Critical"	Prevents a Customer from continuing use of the Licensed Program or critically impacts a core function of the Licensed Program or Customer's Environment. Caused the Licensed Program to experience downtime or performance of same is severely degraded due in whole or in part to a n Issue or Problem.
"Severe"	Prevents a Customer from continuing use of the Licensed Program, but does not affect the performance or functionality of the rest of the Licensed Program. Impacts the Customer's ability to use the Licensed Program (due to performance or functionality issues), the severity of which is significant and may be repetitive in nature. Impacts the Customer's ability to access a function of the Licensed Program.
"Medium"	Prevents or severely restricts the Customer from continuing use of a particular function or specialized use of the Licensed Program, although general functionality of the Licensed Program is not affected.
"Low"	Issue or Problem is minor, not inhibiting any of the necessary functionality of the Licensed Program. Issue or Problem within the Licensed Program which negligibly impacts the Customer's ability to use the Licensed Program. Also may include questions, documentation errors and/or general consultation.

4.0 Progress Reporting. Verimatrix shall issue a trouble ticket number for any Issue or Problem reported by a Designated Contact to Verimatrix Customer Care. Each Issue or Problem will be tracked by trouble ticket number and will include all associated symptoms and activities. The Designated Contact shall reference the ticket number in all communications associated with an Issue or Problem. The parties shall keep each other's support personnel informed of the progress when resolving any Issue or Problem. The trouble ticket shall be closed by the Customer Care Desk upon acknowledgment by the Customer that the Issue or Problem has been resolved. If the Customer neither acknowledges, nor contests in writing the resolution of the Issue or Problem, within five (5) business days following an e-mail or other written notification by the Customer Care Team to the Customer that the Customer Care Team considers the Issue or Problem resolved, then the Issue or Problem shall be deemed to be resolved and the trouble ticket shall be closed. Customer shall maintain a log of all Issues and Problems, including those that are not reported to Verimatrix, and shall



supply Verimatrix with a copy of such log on a monthly basis. Verimatrix shall own all rights in such log, the contents of which shall be treated by Customer as confidential information of Verimatrix

5.0 Customer Care Operations. Verimatrix will provide Customer Care via a telephone help line, e-mail, and an online self-service portal) during the initial product implementation and for the term of the Maintenance Support Plan to assist Designated Contacts in obtaining a quick response to Issues and Problems. This service will log and track trouble tickets for reported Issues and Problems. The Customer Care portal and help line is available 24/7. Customers should first consult the customer care portal as it provides a knowledge base and answers to frequently asked customer questions. The contact information for the Customer Care Desk is:

Portal: <http://www.verimatrix.com/support/support.php>
Tel: 1-800-574-3857 (inside North America); + 1 858-764-5300 (outside North America)
Email: Customercare@verimatrix.com
Fax: + 1 858-677-7804

6.0 Obligations of the Customer

In order for Verimatrix to be able to meet its obligations with respect to customer care, Customer agrees to:

Make good faith effort to correct any Issue or Problem, prior to contact Verimatrix Customer Care. This includes using all available resources given to Customer by Verimatrix or Verimatrix representatives, including but not limited to Customer Care web-based portals, documentation, knowledge bases, and previous emails that address the Issue or Problem.
Make available to Verimatrix all necessary site information and personnel who are familiar with the installation site to help Verimatrix solve Support issues;
Communicate with Verimatrix solely through the Verimatrix Customer Care Team;
Provide and maintain safe working conditions while Verimatrix Personnel are at the installation site or on Customer's premises;
Provide and maintain appropriate operating conditions for the Customer Environment;
Promptly provide all physical and remote access to all sites, networks, equipment and systems that Verimatrix reasonably requires in order to provide the Services; and
Use all commercially reasonable efforts to cooperate with Verimatrix and to enable Verimatrix to provide and complete the Services.