



SUPPORT SCOPE & CONTRACT

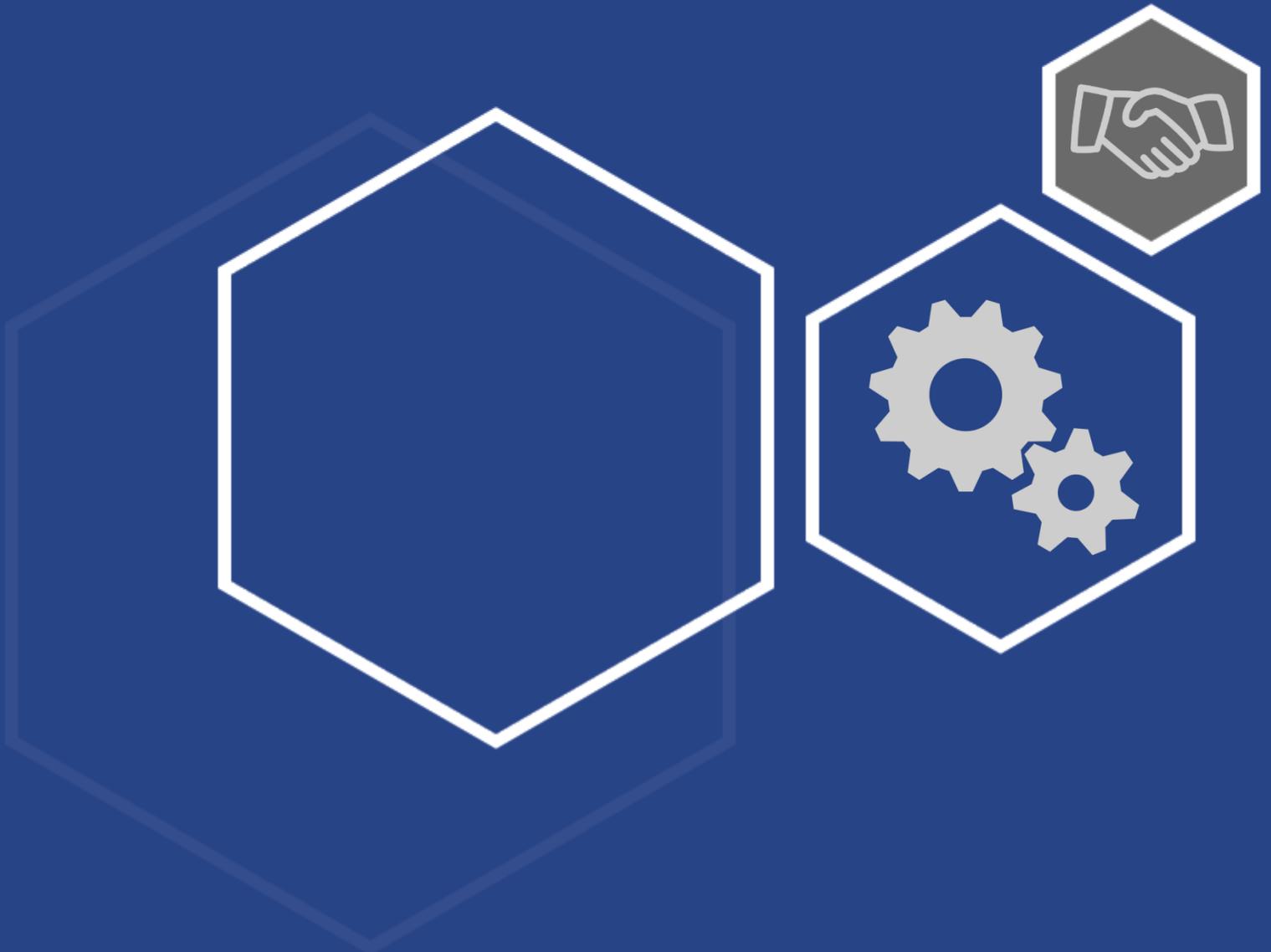


Table of Contents

Scope of Support	3
What does support include?	3
What does support exclude?	4
Overview	5
Maintenance Contract	5
Support Contract	5
Supported Technology	5
Support Availability	5
Contact Mechanisms	5
Support Communication	5
NTP Software Support Portal	6
NTP Software's Response	6
Case-holder's Response	6
Customer Support Levels.....	6
Level 1	6
Level 2	6
Level 3	7
Purchased Professional Services	7
Legal & Contact Information.....	7

Scope of Support

During the term of your subscription to NTP Software, we will provide you with:

- expert level guidance and troubleshooting for you in connection with questions and issues arising from the installation and use of our Software
- bug fixes and issue resolution
- access to major and minor releases (as defined below) of NTP Software products

What does support include?

The following are included in NTP Software Support obligations:

- **Access to Major Releases:** means an installation packet will be accessible for each generally commercially available major new release, modification or enhancement to the same NTP Software as designated by a change in the number to the left of the decimal in the version number.
- **Access to Minor Releases/Patches/Micro Updates:** means an installation packet will be accessible for each generally commercially available code correction, patch, update and minor version release of the same NTP Software products as designated by a change in the number to the right of the decimal in the version number.
- **Installations and Upgrades:** support can provide guidance by answering specific questions and/or troubleshooting specific issues in connection with Customer's downloading and installing or upgrading of the Software.
- **Configuration Issues:** support for configurations includes troubleshooting Customer's configuration settings for existing installations on approved platforms to ensure proper operation and connectivity.
- **Basic Product Functionality Questions:** NTP Software experts will answer your "how to" questions related to standard and intended product usage.
- **Product Defect Verification and Reporting:** bug identification and tracking.
- **Enhancements and Feature Request Submissions**

What does support exclude?

The following are excluded from NTP Software Support obligations:

- NTP Software that is used on or in conjunction with hardware or software other than that specified in the applicable documentation
- System/Server administration activities
- Routine product maintenance (data backup, cleaning disk space and configuring log rotation)
- 3rd Party Applications not provided by NTP Software
- Altered or modified NTP Software, unless altered or modified by NTP Software or as defined in the Product Documentation or Knowledge Base
- Defects in the NTP Software due to hardware malfunction, abuse or improper use
- Any version of the NTP Software for which Support services have been discontinued by NTP Software as documented in the NTP Software End of Life Policy
- Evaluation software or other software provided at no charge and any NTP Software sold separately by NTP Software, including, without limitation, consulting code, unless generally made available to NTP Software's subscription customers at no additional charge
- NTP Software Support excludes training, customization, integration and any issues arising from non-standard usage of the Software
- The request of a support resource to "supervise" or "watch over" the upgrade of a product or installation when Professional Services have not been purchased.
- Customer Development use of CLI, Com Object, and/or API

Overview

Thank you for your purchase. The **Support and Maintenance Contract** begins upon your verifiable date of purchase and runs through the length of the purchased contract term.

Maintenance Contract

Maintenance/Product Updates do not entitle the customer to additional user licenses. We recommend updating only if you are experiencing a technical issue or a specific feature has been released. This Contract entitles the owner of this product to free updates through the length of the purchased contract term.

Support Contract

The Support Contract entitles the owner of this product to support for the period of the purchased contract term beginning upon the verifiable date of purchase.

Supported Technology

NTP Software support offerings cover the following:

- All purchased NTP Software products currently released. This does not include free utilities and add-ons for said products.
- Support is provided for the most recently released major version of the program and the major version immediately prior. However, NTP Software reserves the right to change this policy for certain products or versions of programs based upon changes in technology and standard environments.
- Paid, off-contract support may be available for other products and technologies at NTP Software's sole discretion. For example, legacy customers may pay us to provide support for Quota Manager.

NTP Software Technical Support provides assistance to those customers that have an active support and maintenance contract with resolving operational issues with the software. The scope of NTP Software Technical Support includes: usability problems, basic performance troubleshooting, basic policy and configuration guidance and assistance with product updates. Support is provided via email, phone and remote assistance (using desktop sharing technology). Support does not include real-time bug fixes, migrations, installations, formal training or any other service that is offered by NTP Software professional services.

Support Availability

Regular contract and incident-based support is available 5x10 for first response.

Contact Mechanisms

NTP Software's Technical Services can be engaged by a variety of mechanisms, including the following:

- Web submission: <https://www.ntpsoftware.com/support-portal/>
- Contract support telephone: (800) 390-6937 or (603) 263-2244
- E-mail: support@ntpsoftware.com

Support Communication

Most support cases require the customer's active participation to be resolved. The customer is an integral part of the process, and we can only provide support to the extent that we receive timely information to do so. This requires certain action on the part of both parties.

It is important to note that NTP Software relies heavily on email communications. Email provides a written record to ensure all parties are on the same page and creates a case history that can be referenced at a later date.

NTP Software Support Portal

All product documentation, including an extensive knowledge base, is located on NTP Software's support portal. NTP Software recommends that clients first view the support portal before calling. Eight out of ten customer questions are answered on the support portal.

NTP Software's Response

Our commitment for new support requests is as follows:

- All contacts will receive an acknowledgement, including the support case number for the issue, within four (4) business hours.
- Any support case open for ten (10) business days will be escalated automatically.

Case-holder's Response

While we fully appreciate the demands of the administrative role, we require that enough priority be given to a request from NTP Software that we can reasonably continue our efforts. If the case-holder becomes unresponsive, we cannot continue to work the case.

In this event, NTP Software will make three (3) documented attempts to contact the case-holder over a period of nine (9) business days. With no response by the tenth business day, the case will be administratively dismissed. If the customer subsequently reopens the case, it will be prioritized relative to the work then in hand. This will normally mean entering the queue at the bottom.

Customer Support Levels

Level 1

Level 1 Support includes issues concerning ordinary use of a straightforward nature, such as the following:

- Product installation
- Product configuration for common scenarios
- Specific error or event message interpretation

NTP Software provides documentation and other training materials covering these topics. Most customers are able to support themselves in this area, and NTP Software's strategy in this area is to provide training that leads to self-sufficiency, not support.

Level 2

Level 2 Support covers issues of a more complex nature, such as the following:

- Unusual uses of the product
- Complex configurations, or installation on complex networks
- Explanation of the product's behavior in complex or confusing circumstances

NTP Software's goal is to see that the product is functioning well in all customer environments. However, we cannot be experts on every network configuration. In extremely complex network configurations, the client may be required to purchase professional services for further investigation.

Level 3

Level 3 Support addresses suspected bugs or other unanticipated behaviors.

NOTE: The goal of support is to provide understanding and workarounds (if both desirable and possible). Support does not fix bugs, and the NTP Software development team does not provide real-time bug fixes.

Purchased Professional Services

You may purchase Professional Services for services not covered by your Support and Maintenance contract.

- NTP Software Professional Services can only be delivered for those customers with a current valid support contract.
- Unused NTP Software services expire one year after purchase, when a valid contract is in place, and expire immediately upon the expiration of a Support and Maintenance Contract.

Legal & Contact Information

The information contained in this document is believed to be accurate as of the date of publication. Because NTP Software must constantly respond to changing market conditions, what is here should not be interpreted as a commitment on the part of NTP Software, and NTP Software cannot guarantee the accuracy of any information presented after the date of publication.

This user manual is for informational purposes only. NTP SOFTWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

NTP Software and other marks are either registered trademarks or trademarks of NTP Software in the United States and/or other countries. Other product and company names mentioned herein may be the trademarks of their respective owners.

NTP Software products and technologies described in this document may be protected by United States and/or international patents.

NTP Software
119 Drum Hill Road, #383
Chelmsford MA 01824
Phone: 1-603-622-4400
E-mail: info@ntpsoftware.com
Web Site: <http://www.ntpsoftware.com>

Copyright © 2011-2017 NTP Software. All rights reserved. All trademarks and registered trademarks are the property of their respective owners. Doc# 4889EF

