

## CENTRIFY CORPORATION

### CENTRIFY CORPORATION LICENSE, WARRANTY AND SUPPORT TERMS

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## EXHIBIT A – CENTRIFY SUPPORT PACKAGES

### Support Packages

Contractor through Centrifly offers two customer support packages, Standard and Premium, to provide the right level of support to fit your organization's specific needs.

#### **Standard Support**

- Support by phone and email.
- Access to Centrifly's secure Online Customer Support Portal, which includes Knowledge Base articles, case submission and tracking, and product and documentation downloads
- Two designated support contacts.
- An escalation process to ensure your issues are addressed in a timely manner.  
Online product updates and patch downloads.

#### **Premium Support**

- All Standard Support features, plus ...
- 24 x 7 x 365 support.
- Two additional designated support contacts (for a total of four).
- Eligible for extended version and platform support.

#### **After hours Incident Support**

- Pre-purchased Premium incidents for Standard Support customers
- Expires 90 days from purchase.

### How to Contact Support

Contractor through Centrifly Support is accessible through multiple channels.

#### **Online**

Centrifly's secure Online Customer Support Portal provides 24-hour access to Knowledge Base articles, case submission and tracking, and product and documentation downloads. Visit: [www.centrifly.com/support](http://www.centrifly.com/support)

#### **Phone & Email**

##### **North America** (and all other areas excluding EMEA)

Phone: +1 408 542 7500

Monday – Friday 9 a.m. to 6 p.m. in your North America time zone (GMT -5 to GMT -8)

Email: [support.us@centrifly.com](mailto:support.us@centrifly.com)

Response times vary based on your support package and the priority level of the issue.

##### **Europe, Middle East and Africa (EMEA)**

Phone: +44 118 965 7887

Monday – Friday 9:00 to 18:00 Central European Time (GMT +1)

9:00 to 18:00 UK (GMT)

Email: [support.emea@centrifly.com](mailto:support.emea@centrifly.com)

Response times vary based on your support package and the priority level of the issue.

### Priority Levels & Response Times

The Centrifly Support team understands that you require a timely response to your requests. The following table shows the different issue priority levels, their descriptions, and the guaranteed response time. With Premium Support, you may report a critical issue at any time, night or day, and expect a Technical Support Engineer to begin working on your case based on the priority level of the case.

Priority Level	Standard	Premium
<b>Level 1</b> Production System Down	4 Business Hours	2 Business Hours
<b>Level 2</b> Development System Down	6 Business Hours	4 Business Hours
<b>Level 3</b> Serious Software Problem	8 Business Hours	4 Business Hours
<b>Level 4</b> General Usage Problem	24 Business	24 Business

	Hours	Hours
<b>Level 5 Feature Request</b>	24 Business Hours	24 Business Hours

**Note:** These are standard case response times and not case resolution times. A response means that we will contact you to 1) acknowledge receiving your issue report and 2) get any additional information that we will need in order to assist you.

### **Escalation Procedures**

Every issue report is tracked from the time you contact us until we jointly agreed that the issue has been resolved. Based on the priority of an issue, Contractor through Centrifly Support escalates customer cases through our organization to ensure your business-critical issues receive a quick resolution.

In general, if you are not satisfied with the responsiveness of our Support staff, the issue can be escalated to your Regional Sales Representative. If you are still not satisfied, the issue can be further escalated to the Vice President of Support.

### **Product Updates**

Purchasing either Standard or Premium Support entitles you to product updates at no additional charge during the term and type of the maintenance contract for all Centrifly products licensed and covered by maintenance.

You can obtain the latest versions of Centrifly software through our Online Customer Support Portal:

[www.centrifly.com/support](http://www.centrifly.com/support)