



# Software Support Service Options

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File Software Support Service Options

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# Standard Software Support Services

SupportLine provides product service and support through telephone, email, chat, and remote diagnostics. Our goal is to resolve issues during the initial contact. Documentation that includes information about product changes and requirements is also available to assist customers.

## Normal Hours of Operation

SupportLine is staffed from 7:00 A.M. to 7:00 P.M. Central time, Monday through Friday, except holidays.

## Contacting SupportLine

### Digital Support

- Visit our Solutions Support website at <http://www.WoltersKluwerFS.com/Support>.
  - Select your product from the Products menu. Select **Support** for product-specific contact information. From here, you can also submit a Service Request to SupportLine.

### Live Agent Support

**Toll-free telephone:** Call 1-800-274-2711 and follow the menu options to reach support for your product, or select option 9 and enter a product extension. For product-specific extensions, visit our Solutions Support website at <http://www.WoltersKluwerFS.com/Support>.

- **Chat:** A live agent chat is available through WebHelp for some of our SaaS-based applications. You can also find our live agent chat on a product page at <http://www.WoltersKluwerFS.com/Support>.
- **Voicemail:** If your call is not answered within the first few minutes, you will hear an option to leave a voicemail message. Please include your customer number and a phone number where we can reach you in the message.
- **Call Back:** If your call is not answered within a few minutes, you may be given an option to enter your callback number rather than waiting on hold. This option secures your place in line, and you will receive a call from the next available agent.

## SupportLine Responsibility

SupportLine will provide troubleshooting assistance and answers to operational and general technical questions. Support will be performed in a timely and professional manner by support technicians knowledgeable with the product and its operation.

## Incident Management

The following guidelines apply to customers and SupportLine:

- The customer will contact SupportLine using the contact information listed above. The customer will supply SupportLine with verifiable and/or reproducible evidence of the issue.
- The Security Access Team will seed the Admin Tool with customers initial organization and log in credentials.
- Supportline does not have the ability or authority to add, delete, or assign roles and permissions to users, organizations, or policies for customers in their production environment. This activity is a function of our Security Access Team within Customer Support.

- SupportLine will log a service request for each issue received in a call, voicemail, or electronically. Some service requests will have answers readily available and are resolved immediately. Other service requests may require further research and testing; these are referred to as pending service requests. Each service request is assigned a unique identification number.
- Supportline does not have access to any customer data in their production environment. SupportLine will designate issues as Priority 1, 2, or 3.
- **Priority 1:** An issue is a Priority 1 if it renders continued use of the product commercially infeasible, as determined by Wolters Kluwer. Upon acknowledgement of a Priority 1 issue, SupportLine will assign technicians to work with the customer during normal SupportLine operational hours. The technician will pursue a remedy for the issue and provide status updates at reasonable intervals during normal business hours until a correction or work-around is provided.
- **Priority 2:** An issue is a Priority 2 if continued use of the product is seriously inconvenient. Upon acknowledgement of a Priority 2 issue, SupportLine will assign technicians to work with the customer during normal SupportLine operational hours. The technician will pursue a remedy for the issue and provide status updates at reasonable intervals during normal business hours until a correction or work-around is provided.
- **Priority 3:** An issue is a Priority 3 if the problem does not significantly affect the functionality of the product or any material part of it. Priority 3 issues are all documentation shortcomings, deviations, and cosmetic errors with consequences not defined for Priority 1 and Priority 2.

## Customer Responsibility

The customer will provide the first level of support to its end users and is responsible for administering and referring the customer's policy, compliance, and technology issues to the appropriate internal party. If the customer discovers any suspected issue in the system, the customer will analyse the suspected issue to determine if it is the result of the customer's misuse or misunderstanding of the system before seeking SupportLine assistance.

When reporting issues, the customer is responsible for:

- Making reasonable efforts to assist Wolters Kluwer in resolving problems, including providing all reasonably requested information and notifying SupportLine of any proposed resolution;
- Providing full descriptions of product/data conditions present when the issue occurred;
- Contracting directly with third-party software and hardware providers for maintenance support of their software and hardware products;
- Providing all required network and system administration activities;
- Providing for application administration responsibilities; i.e., deleting or assigning roles and permissions to users, organizations, or policies for customers in their environments;
- Any Internet access or performance problems related to the customer's network or Internet Service Provider;
- Customer policy as it may be utilized in the solution;
- Compliance for the customer; and
- Meeting minimum requirements for the software application and/or service.

If Wolters Kluwer determines the problem reported by the customer is directly related to unauthorized alterations, improper use, failure to implement mandatory workarounds, or corrections of the product by the customer, then Wolters Kluwer may charge for employee time expended at the current time and material rates in addition to reasonable out-of-pocket expenses. Or, at the customer's request, Wolters Kluwer shall be released from maintenance obligations for the modified portion of the product (although the customer will continue to pay the Maintenance Service Fee).

For all Software as a Service (SaaS) applications, the customer is responsible to maintain access to the SaaS application.

## Exclusions from Standard Support Services

Wolters Kluwer will not be responsible for:

- Problems caused by failure of the customer's operations staff to follow instructions or corrective procedures provided by SupportLine;
- Misuse, negligence, willful misconduct, tampering, accident, abuse, fire, flood, wind, earthquake, act of God, or public enemy;
- Hardware malfunction (Does not apply to SaaS applications);
- Repairing errors or problems in the product caused by modifications other than those correctly performed to modifiable configuration files (Does not apply to SaaS applications);
- Abnormal environmental conditions (including, but not limited to: voltage, faulty wiring, temperature, humidity, and radio-frequency interference);
- Problems caused by third-party software or embedded in third-party hardware (Does not apply to SaaS applications);
- System administration;
- Network management;
- Failure to use a currently supported system revision level;
- Access to and performance of connection to the Internet;
- Issues arising from the Customer not being at the current release level (Does not apply to SaaS applications).

### Additional Exclusions

These services are fee-based services available as Premium Software Support and upon completion of a signed Support Services Agreement. As such, they are excluded from our Standard Service offerings. They include but are not limited to the following:

#### Technical Support Services

- Step-by-step help with the installation of software and/or software updates
- Operating system performance/tuning/maintenance
- Database-related installations, configuration, and backup assistance
- Windows® server operating system support
- Network data backups
- Network connectivity/performance issues/security issues/permissions
- Terminal Services/Citrix® support

#### Operations Support Services

- Account management
- Training
- Extended support hours
- Dedicated support staff
- Travel to the customer's site and related travel charges

# Premium Software Support Services

In addition to the Standard Software Support Services described above, Premium Support Services offer many other features. These services are fee-based and available after completing a signed Support Services Agreement Statement of Work. Premium Support Services are described below and not all services may be included. Applicable services will vary for server, client, and SaaS environments. The Support Services Agreement contracted between Wolters Kluwer and the customer will provide a full description of available services to a customer. The primary support technician assigned to you will understand your specific implementation and manage any open issues until resolution.

## Technical Support Services

(Available as determined by the Support Services Agreement)

- Step-by-step help with the installation of software and/or software updates
- Operating system performance/tuning/maintenance
- Database-related installations, configuration, and backup assistance
- Windows® server operating system support
- Network data backups
- Network connectivity/performance issues/security issues/permissions
- Terminal Services/Citrix® support

## Operations Support Services

(Available as determined by the Support Services Agreement)

- Dedicated Primary and Secondary Support Technician
- Account management
- Training
- Extended support hours
- Dedicated support staff
- Travel to the customer's site and related travel charges

## Other

(Available as determined by the Support Services Agreement)

- Service Level Agreement reporting
- Recurring Incident Management meetings
- Expedited Services