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## Support Service Overview

Customers with support agreements must notify KnowledgeBlue of problems they experience when the software behaves in a manner that is inconsistent with current versions of published end-user documentation and/or custom-written functional specifications that have been delivered to and accepted in writing by the customer. Such notifications should be communicated to KnowledgeBlue using the online Customer Center Portal. Our Support Service are not intended to ensure a response to customer enquiries regarding the correct use of software functions within the openBLUE application, nor are they intended to provide advice concerning the modification or extension of application capabilities. Should this type of response be required, customers with Bronze, Silver or Gold-level support agreements will be asked to pay a fee of \$99 per support request or in some cases upgrade to our Platinum level Support offering. KnowledgeBlue recommends first reviewing our openBLUE Community Portal at <http://intranet.knowledgeblue.com/phpBB2/>, especially for the correct use of software functions within openBLUE as there is no charge for this service.

Support Offerings	Bronze	Silver	Gold	Platinum
Pricing (Must be Paid Annual in Advance)	Included in SaaS offering or \$125/month	\$249 per month	\$349 per month	\$995 per month
Minimum Contract Term	12 months	12 months	12 months	6 months
Online Support Requests	3	6	10	Not Applicable
Service Level Response Time (does not mean resolution)	48 hours	24 hours	10 hours	6 hours
Phone Support	No	Yes	Yes	Yes
Private, Dedicated 1-800 Assigned Number	No	No	Yes	Yes
Online Web Chat	No	No	No	Yes
Call Me Back Now Service	No	No	No	Yes
Access to online community board	Yes	Yes	Yes	Yes
Access to Quarterly Documentation Updates	No	No	Yes	Yes
Number of Support Hours Each Month	0	0	0	10