



Support Subscriptions Overview

DEFINITIONS

1. WIL – Wordcraft International Limited
2. Support - support includes technical assistance on the installation and configuration of the Wordcraft software as named in the support subscription contract. A support subscription does not cover issues resulting from a users lack of training.
3. Upgrades - WIL shall make available new releases for the covered software, these releases include bug fixes and/or service packs (i.e.2.0 to 2.4) support subscription customers will receive these releases automatically.
4. Issue - Failure of the software to conform to the published WIL specifications for the supported software.
5. Issue Notice - Notification of an Issue that includes the following information:
 - A description of the Issue
 - A step-by-step process to reproduce the Issue, include screenshots where possible
 - All error messages associated with the Issue
6. Resolution - A Resolution may consist of any of the following:
 - Solution or answer is provided
 - Request for enhancement submitted
 - Fix or work-around is provided
 - Fix is incorporated into future release
 - Issue relates to a third-party software or software not covered by the support subscription.

An Incident is considered "open" when a support customer submits an Issue Notice via the published procedures. An Incident is considered "closed" when a fix to the Issue is provided. An Incident is also considered "closed" if and when it is determined that:

- a. The Issue Notice relates to software that is not WIL software or not covered by a valid subscription.
- b. The problem identified is not classed as an Issue as it conforms to the published WIL specification for the product.
- c. The problem relates to a hardware issue that is not supported by WIL
- d. The customer does not respond to a WIL request for a status update or additional information within 72 hours

ANNUAL SUPPORT & EVOLUTION SUBSCRIPTION

Each product requires its own separate support subscription. Support subscription renewal dates for additional new purchases will be aligned and pro-rated to match existing subscriptions.

Annual Support & Evolution Subscription includes the following services:

- Telephone, email, web and fax access to technical support for each WIL product covered by a support subscription during standard UK business hours 9.00am - 5.00pm.
- All WIL software components purchased by the customer are covered by this subscription.
- Access to the WIL online support options including WIL Online Assist and the WIL technical Knowledge Base, both accessible via <http://www.wordcraft.com>, subject to the WIL terms and conditions of access.
- Upgrades to the WIL software for all minor releases and versions. Major versions are not covered in this subscription.

ABOUT Wordcraft International Ltd.

Wordcraft International Limited is a leading provider of innovative and flexible office software solutions for any size business. Our product suite Unimessage P3 is distributed through a global network of leading technology partners. Wordcraft solutions benefit customers covering all market sectors including retail, financial services, healthcare, government and many other industries. Headquartered in Derby, United Kingdom, WIL was founded in 1978 and is privately owned. For more information, please visit www.wordcraft.com.

These descriptions are subject to change without notification.
WIL is unable to provide direct support in languages other than English.