

## ANNUAL MAINTENANCE AGREEMENT

An Annual Maintenance Agreement is a yearly contractual agreement based on the customer receiving the best possible support to ensure a smooth, trouble free operational system.

### **WITH AN ANNUAL MAINTENANCE AGREEMENT**

Technical support as part of an Annual Maintenance Agreement provides you with complete coverage for all hardware and software provided by or covered under a contract with Information Systems Corporation. The coverage begins the date of system installation and is in effect for one full year. Work for customers covered under the Annual Maintenance Agreement will be completed Monday through Friday between the hours of 8:00 A.M. and 5:00 P.M. Information Systems Corporation guarantees a maximum response time of four (4) hours from receiving a request for support.

### **Documentum, EMC, Captiva and Kofax Software**

The following applies to all Documentum, EMC and Captiva ApplicationXtender Desktop/Web Access Software products and DiskXtender Software products as well as to Kofax Ascent Capture Software.

Included in the Annual Maintenance Agreement is unlimited software support for Documentum, EMC, Captiva and Kofax products, software patches, service releases and major upgrades. Information Systems Corporation personnel will provide assistance installing all Documentum, EMC, Captiva and Kofax patches, service releases and major upgrades. System reviews will be scheduled bi-annually during Agreement contract period. System reviews include installation of available software patches, service releases, and major upgrades.

<b>Coverage</b>	<b>Support Calls</b>	<b>Software Updates</b>
<ul style="list-style-type: none"> <li>• 8:00 A.M. to 5:00 P.M. CST</li> <li>• Monday-Friday</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited during coverage</li> <li>• Includes phone and on-site</li> <li>• Remote Support using Webex</li> <li>• Scheduled System Reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Patches, Service Releases and Major Upgrades included</li> <li>• Software Upgrade Installation Assistance</li> </ul>

*Annual Maintenance is required with the initial purchase of any Documentum, EMC, Captiva and Kofax product and must be maintained in order to receive upgrades. If an Annual Maintenance Agreement lapses for any period of time, the user is required to pay for any period of time that an Annual Maintenance Agreement had lapsed as part of purchasing the new Annual Maintenance Agreement. When an Annual Maintenance Agreement has lapsed for more than 1 year, the Annual Maintenance Agreement price is increased to 30% for that period of time the Annual Maintenance Agreement had lapsed.*

### **Optical Drives, Jukeboxes, Document Scanners, Microfilm Cameras and Reader-Printers**

Technical support on hardware as part of an Annual Maintenance Agreement includes bi-annual scheduled maintenance, all parts and labor, emergency service calls, and when necessary, a hardware component of similar type will be provided at no cost, if on-site repair cannot be performed. The hardware product provided under such conditions is at the discretion of Information Systems Corporation. Consumables items as defined by the product manufacturer are not included.

<b>Coverage</b>	<b>Inclusions</b>	<b>Support Calls</b>	<b>Exclusions</b>
<ul style="list-style-type: none"> <li>• 8:00 A.M. to 5:00 P.M. CST</li> <li>• Monday-Friday</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited during coverage</li> <li>• Includes phone and on-site</li> <li>• Scheduled Maintenance Inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Parts and Labor</li> <li>• Emergency Service Calls</li> <li>• Loaner Product during off-site repair</li> </ul>	<ul style="list-style-type: none"> <li>• Consumable items as defined by the product manufacturer</li> <li>• Parts failure due to misuse or abuse</li> </ul>



"Your Document Imaging Specialists"

Off-hour, technical support between the hours of 5:00 P.M. and 8:00 A.M. any day of the week will be charged at the rate of \$125.00 per hour for imaging and microfilm technical support. For holidays and weekends, a rate of \$200.00 per hour will be charged for all technical support. The charges are per technician.

Remote modem access support after 5:00 P.M. is available at no additional charge provided that prior arrangements have been made with Information Systems Corporation.

*In the event that the problem with your system is related to products other than those provided by or covered under an Annual Maintenance Agreement, Information Systems Corporation reserves the right to charge you at our normal rate for the time and expense incurred in identifying and correcting the problem.*

### **Discontinuation of Annual Maintenance Agreement**

Customer's requesting to discontinue an Annual Maintenance Agreement during the agreement period must notify Information Systems Corporation in writing. Information Systems Corporation will only issue credit on a discontinued portion of an existing Annual Maintenance Agreement for hardware products. No credit of a discontinued portion of an Annual Maintenance Agreement are provided for Documentum, Captiva, Kofax, or any other software products purchased from Information Systems Corporation. Information Systems Corporation does not and will not issue refunds of a discontinued Annual Maintenance Agreement.

### **Per-Incident Support**

Technical support not covered by an Annual Maintenance Agreement is \$125 per hour for imaging and microfilm technical support. The rates are for each technician during normal business hours, 8:00 A.M. to 5:00 P.M., Monday through Friday. Charges will begin at the time the request for technical support call is received with a minimum billing of 1 hour.

Technical support not covered by an Annual Maintenance Agreement is available between the hours of 5:00 P.M. and 8:00 A.M., Monday through Friday, will be charged at the rate of \$175 an hour per technician. Holidays and weekends will be billed at the rate of \$200 an hour per technician.

A customer requesting technical support on hardware not covered by an Annual Maintenance Agreement will be charged for all parts and labor required to repair the hardware product. In addition, if on-site repair is not possible, and the customer requests an equivalent hardware product be made available to minimize downtime, a rental fee will be charged for the requested hardware product. The hardware product provided under such conditions is at the discretion of Information Systems Corporation.

In addition to the above charges there will be mileage and expense charges for on-site maintenance depending on service location.

Remote access support is available for \$95 an hour between 8:00 A.M. and 5:00 P.M. Monday through Friday and \$150 an hour for all other times.

Should the customer decline enrollment in an Annual Maintenance Agreement – all support issues will be billed at the above rates.