Customer Support Policy

Binary Stream

Purpose of this Policy

This document describes the support and software upgrade services available to customers using Binary Stream products, and who are covered by a current Maintenance & Support Agreement ("support contract") at the time support or a software upgrade is requested. A customer with a current Maintenance & Support Agreement for the product for which support required, is referred to throughout this document as an "eligible end-user".

Note that a current support contract is required for each licensed Binary Stream product, and that benefits available for one product are not transferable to another.

This Policy is reviewed from time to time, and is subject to change without notice.

Scope of Customer Support

An eligible end-user has access to helpdesk support for the product covered by the current support contract. In addition, the eligible end-user may access software updates via the Customer Portal. Upgrades to Enterprise Series products will typically be made available within ninety (90) days of the general availability of a new release of the ERP platform. For customizations developed for a single client, for Manager Series products, and for 3rd party connectors, we need ninety (90) days' notice from date of customer request to deliver upgraded software.

An eligible end-user is typically represented by a Value-added Reseller (VAR), deemed to be the "Site Representative". In cases where a VAR is <u>not</u> retained by the end-user, we require that a named individual with administrative access to the ERP platform be designated as the Site Representative to represent the eligible end-user for support provided under this Policy. Contact details should include name, job title, telephone number, and email address. The Site Representative is a primary contact for updated support-related information, and is also expected to participate on online sessions scheduled to troubleshoot a customer support case involving a Binary Stream product.

Binary Stream Support staff will gather information describing a reported customer issue, seek to replicate behavior of the software that does not align with appropriate user documentation, and assign any identified software defects to be scheduled and fixed as part of the standard software release schedule. The assigned support analyst will also communicate to the customer (as applicable) -

1. Additional information needed by Binary Stream support staff in order to accurately analyze the issue;
2. Steps needed to resolve the issue within the customer's own ERP environment e.g. settings or recommended process steps;
3. Recommendation to upgrade to the current ERP software release, to apply a service pack, or to upgrade to the latest build of a Binary Stream product;
4. A workaround enabling the customer to continue to operate until a fix can be delivered;
5. The expected date on which, in the case of a software defect, a fix will become available; &
6. Notification when a software fix is available for download.

Binary Stream products are supported per the Microsoft-supported versions of the Dynamics ERP platforms (i.e. the most recent major version and the previous major version). Fixes can only be provided for and verified against the latest service pack / hotfix.

Binary Stream does not provide support for issues related to Microsoft Dynamics ERP platforms, related tools such as Integration Manager and eConnect, or for third party software products from other vendors. In the event that Binary Stream support staff come to the conclusion that the root cause of a reported issue is not a Binary Stream product or custom application, this will be communicated to the person reporting the issue. Any subsequent effort expended by Binary Stream staff at the insistence of the customer will be billed to the customer if the cause of the issue is subsequently shown to be from a source other than a Binary Stream product or custom application.

While we employ reasonable effort to ensure that our products perform efficiently, we are unable to anticipate or exercise control over the specific configuration, capacity, data volumes, or other constraints inherent in each customer's computing environment. For this reason the Customer Support Policy specifically excludes effort to troubleshoot performance issues. Product performance troubleshooting is offered as a paid service engagement, however the cost of this service may be waived if it is proven that the performance issue can reasonably be attributed to a Binary Stream product defect. A benchmark document for your Binary Stream Enterprise product, if available, will be supplied on request.

Questions, advice, troubleshooting, and training related to product implementation, integration, and customization are outside of the scope of Customer Support, however these can be addressed by our Professional Services group as part of a paid engagement. Product training is also not within the scope of Binary Stream Customer Support.

Hours of Operation

Customer Support is in operation Monday through Friday between 7am and 4pm Pacific Standard Time (PST), excluding the following holidays: Thanksgiving Holiday (US), Christmas Eve, Christmas Day, New Year's Day, Memorial Day (US), Independence Day (US), and Labor Day (US).

Submitting a Support Request

The end-user's value added reseller (VAR) is the first level of support, and should always be contacted first in order to seek a resolution to a customer issue hindering or preventing the effective use of a Binary Stream software product. However if the VAR is unable to provide a resolution and the end user has a current Support Contract in place for the affected product or application, then the VAR may contact Binary Stream Customer Support for assistance, or the eligible end-user may contact Binary Stream directly.

Support requests may be submitted to Customer Support using the following methods:

- ➢ Web Portal: http://portal.binarystream.com
- ➢ Email: support@binarystream.com
- ➢ Phone: +1 604-522-6300 and dial 2

The following information is generally required by Binary Stream support staff in order to accurately analyze and resolve a support request:

1. VAR name
2. End-user company name
3. Name, contact details, and job title of person raising the support request
4. Binary Stream product name and build number

5. Dynamics ERP platform, version, and service pack level
6. Steps required to replicate the issue (if applicable)

On receipt of a request for support, the case will be logged in the Binary Stream support case tracking system, and a system-generated confirmation will be emailed to the person reporting the issue. A separate case will be opened for each support request based on its distinct scope and root cause.

Request for Additional Information

During the initial review of a new support request, the Binary Stream customer support analyst will verify whether sufficient information has been provided to accurately replicate the issue. If not, then the analyst will submit a request for additional information to the person who reported the issue which may include logs, traces, or a copy of the complete environment on which the issue is being encountered. Where privacy concerns do not permit the customer's environment to be provided to Binary Stream support staff, alternative strategies may be facilitated by the customer such as remote access via VPN, etc.

Closing a Support Request

A support request will be closed if any one of the following conditions apply:

1. Customer confirms that a satisfactory resolution has been received;
2. Binary Stream determines that due diligence has been applied in analyzing and responding to a customer-reported issue, and that no reasonable avenues remain open for further resolution effort: this includes cases in which the customer issue is determined to be "as designed", and would require a billable change or enhancement to the product; or
3. The person who reported the issue has not responded to a request for additional information within ten (10) business days.

Support Plans

Binary Stream offers three types of Support Contract, depending on the Binary Stream product licensed, and the operational needs of the customer:

Product Category	PLAN APPLICABILITY		
	Standard	Enterprise	Premium
Enterprise Series		√	*Optional*
Manager Series	√	*Optional*	
Custom application	√		
Software Updates *[1]	Yes	Yes	Yes
Bundled Service Hours *[2]	n/a	3 (first year only)	6 (first year only)
# Incidents/Coverage Period *[3, 4]	3 incidents	6 incidents, plus 2 incidents per additional module.	12 incidents, plus 4 incidents per additional module.
Response Time *[5]	Incidents reported via the Support Portal or by email to support@binarystream.com, will be confirmed with a system-generated email acknowledgement. Premium customers will also, during business hours, be contacted by a Binary Stream support analyst within four (4) hours of receipt of a new support request		

Notes: *[1] Refer to the section titled 'Scope of Customer Support' for more information

*[2] Bundled service hours are included with the original software sale, for use solely to schedule a pre-production Configuration Review delivered by a Binary Stream consultant.

*[3] Customer-reported incidents that are subsequently determined to have been caused by a defect in Binary Stream software will

not be debited from the customer's remaining incident quota.

*[4] If a customer runs out of support incidents prior to the annual renewal date, additional incidents may be purchased at any time during the year: contact Binary Stream as per 'Support Contract Renewal' below. Additional incidents purchased by the customer will not expire at the end of the annual coverage period.

*[5] Response time applies to an initial reply to the initiator of a support call, and does not imply that a definitive resolution can be supplied within a specific timeframe.

Support Contract Renewal

A support contract typically expires one (1) year after the invoice date for a Binary Stream product, or on the anniversary of support contract renewal. To initiate the renewal process, or to purchase additional support incidents, the End-user should contact their value-added reseller (VAR) who will then initiate the renewal/purchase with Binary Stream on behalf of the End-user:

- ➢ Email: renewals@binarystream.com
- ➢ Phone: +1 604-522-6300 and dial 3

It is recommended that the renewal process be initiated three months before the renewal deadline, in order to ensure uninterrupted support coverage.

Policy Version	Publication Date	Contact
5.0	July 1st, 2016	Email: support@binarystream.com