



Genesis Maintenance Agreement Overview

Genesis customers have two options for maintaining their software solution. Standard Maintenance and Total Support (aka: MTS) provides technical support and software upgrades for Genesis software only. Lifecycle offers full system coverage including software support and upgrades, hardware upgrades and eliminates budgeting surprises for the duration of the maintenance term.

SERVICE PROVIDED	Lifecycle	Standard MTS
Phone, email, & remote-in assistance 8am – 5pm, Monday – Friday, Central Standard Time	✓	✓
24/7 “On Call” availability for Level 1 issues (See severity level descriptions.)	✓	✓
Software updates and version upgrades on original purchased software.	✓	✓
Hardware refresh & warranty extensions to maintain minimum specifications for latest software version*	✓	
On-site installation for ATIA system hardware refresh (OTA & GW3-TRBO shipped licensed)	✓	
3 rd party software replacement should obsolescence occur* (Microsoft, SQL, and Office as applicable)	✓	
Shipping*	✓	

*Customer supplied hardware is not included unless specified. Not applicable for all International customers.

1. Genesis Maintenance only Agreements do not include:

- On-Site Upgrade and/or training
- Training of new or existing employees on the use of our software products. Genesis can provide a quote for these services as needed.
- Support provisions for damage that may occur to data stream feeds from your system infrastructure, Microsoft operating systems, or database systems due to upgrading the operating system or hardware that is not in line with Genesis’ recommendations (found on our website).
- Custom reports beyond those included within the software purchase. Genesis can provide a quote for a custom report as needed.

2. Expired Maintenance Agreement:

It is the customer’s responsibility to maintain a Maintenance Agreement at all times. Should a lapse in coverage occur, the following applies to the customer (or 3rd party on behalf of the customer):

- All support services will be postponed until a payment method has been determined.
- Genesis will provide a quote for a Standard MTS renewal.
- If customer declines renewal:
 - Customer incurs an incident fee which will provide up to one hour of support.
 - Any support beyond the first hour is charged at an hourly rate in 30-minute increments.
- In addition to the incident or full renewal fee, customer will incur a software upgrade fee for each subsequent version to the customer’s version, including the current Genesis release.

3. Genesis Maintenance Agreement Term

Each original software purchase from Genesis includes a designated term of support, from the date of installation. The standard renewal term is 12 months; however, multi-year renewals are available. If a customer purchases multiple products at separate times, the various renewal dates would be staggered; however, Genesis can align those dates during the renewal process. This can also be aligned to meet budgeting process or fiscal year end.

4. Renewal Fees:

The fee is based on a percentage of the current list price of all software products running at a customer location. If the customer takes products out of commission or adds new ones, Genesis will adjust the rate accordingly. Discounts are available for multi-year contracts when paid in full up front.

5. Hardware Support Provisions

If your software purchase included hardware, the PC warranty is through the manufacturer. The warranty is good for 3 years from the date it shipped to Genesis. All hardware issues should be directed to the PC manufacturer if under warranty. As of 2013 each PC is labeled with its respective warranty expiration and the technical support phone number of its manufacturer. Should any hardware malfunction cause a need for software support (i.e., Hard Disk Drive failure), Genesis will provide the software support required. If hardware replacement is needed, Genesis will provide the required specifications. The Genesis Lifecycle option includes hardware replacement. This occurs within the manufacturer warranty period and will meet minimum specifications for the latest version of the customer's Genesis software solution.

6. How to Reach Us:

Voice 1.903.787.7400

Toll Free 1.877.548.0465 (US or Canada)

Monday – Friday, 8am – 5pm, Central Standard Time

Email: support@GenesisWorld.com

Website: www.GenesisWorld.com

7. Support Provision occurs in the following order:

Phase 1 = Support Ticket entry: A case is entered, technician assigned, and case number is provided to the customer.

Phase 2 = Problem Source Identification: The technician assigned to your case will determine if the source of the technical need is generated by:

- Genesis software
- The hardware running the software
- The trunk system feeding the information to the previous elements

The technician determines this through communication with the customer by way of telephone, email, or remote-in access to their system. Most support cases are resolved within this phase.

Phase 3 = Duplicate Software Activity. If the reported issue cannot be solved within Phase 2, the Genesis Test Lab will reproduce the error or defect in order to investigate further.

Phase 4 = Software Development. If the identified issue requires development, the solution will be provided upon a mutually agreed schedule.

8. Severity Levels are defined as:

Level 1: *Most severe problem: software is totally non-functioning.* This qualifies as an emergency situation in which the software is unusable; loses information or data; or fails catastrophically in response to internal errors, user errors, or incorrect input files. Genesis will provide a “priority first” level of urgency, which allows for 24/7 support until a resolution is provided. If changes to the software are required, modifications will be provided according to a mutually agreed upon schedule. In the event that the reported issue requires on-site support, travel arrangements and fees will apply based on a mutually agreed rate.

Level 2: *Software is functioning with incorrect results.* This occurs when the software system is usable but incomplete and has a severe impact on use. Genesis will provide a “priority first” level of urgency during standard business hours until a resolution is found. If changes to the software are required, modifications will be provided according to a mutually agreed upon schedule. In the event that the reported issue requires on-site support, travel arrangements and fees will apply based on a mutually agreed rate.

Level 3: *Software functions, but with inconvenience.* Genesis will provide a resolution for these cases in the order of receipt during standard business hours. If changes to the software are required, modifications will be provided according to Genesis’ scheduled new releases of the software or a mutually agreed upon schedule if urgency is deemed necessary.

Level 4: *Least severe problem: a cosmetic issue, lack of operator understanding, or system maintenance.* Genesis will provide a resolution for these cases in the order of their receipt during standard business hours. Modifications to the software will be provided according to Genesis’ scheduled new releases of the software. System maintenance and modifications are scheduled into the support project calendar. System managers are encouraged to dialogue with the Genesis support team well in advance to secure a date within the customer’s preferred timeline.

9. Error Definitions

All situations imply the software is being used correctly and in accordance with the specifications and documentation for the software and release number in use at the time the error occurs. It also implies proper database and hardware maintenance has been performed in accordance with Genesis’ recommendations. Further, it implies the user has made all reasonable effort to resolve the problem, such as checking network connections or checking for appropriate services to be running (if applicable).

10. Support Levels through Product Life Cycles

Unless otherwise specifically stated, Genesis will provide support for a minimum of 7 years after the last published release of any of our products. Mainstream Support for our products will be provided during the life of a product and for 5 years after a successor product is released or after the last release of a product is made, whichever comes first.

Mainstream Support is defined as Genesis’ ability to resolve a technical issue with a Genesis product and may require the customer to upgrade in order to properly service the customer.