

OrecX Customer Care Agreement

	Support Options		
	Standard Support	Customized Support	24-hour Support
Days Covered	Monday-Friday	determined by client	7 days per week
Coverage Hours (US Eastern)	8:00am-5:00pm	determined by client	24 hours

*All support packages include software upgrades, maintenance & support in line with severity level.
Response Times are related to the clients coverage hours (standard, customized or 24-hour)*

OrecX Escalation Path

OrecX Standard Support allows you up to two (2) points of contact to report support issues. Please designate & register two members of your team with knowledge of the OrecX platform as your points of contact.

We ask that you utilize the following order in escalating your concerns:

*** an email to support@orecx.com is required to track all issues & requests**

1st Option	OrecX Customer Care Center
	* email: support@orecx.com
	secondary email: sales@orecx.com
	Phone: Direct +1 (312) 945-7622
	press "option 2"
2nd Option	Omar Ramsaran
	Phone: +1(312) 945-7615
	email: oramsaran@orecx.com
	skype ID: oramsaran
	Cell: 312-233-2939
3rd Option	Craig McCue
	Phone: Direct +1 (312) 291-4167
	email: cmccue@orecx.com
	skype ID: craig.mccue
	Cell: 1-404-925-3019
4th Option	Bruce Kaskey
	Phone: Direct +1 (312) 895-5292
	email: bkaskey@orecx.com
	skype ID: Bruce D. Kaskey
	Cell: Cell: 1-847-417-9876
5th Option	Bruno Haas
	Phone: Direct +1 (312) 945-7613
	email: bhaas@orecx.com
	skype ID: grinob

* Unless otherwise noted, OrecX Standard Support is included with subscription licenses. With permanent licenses, OrecX support is available for an additional charge (typically a 20% annual fee).

OrecX Severity Levels

* an email to support@orecx.com is required to track all issues & requests

System Inquiry	
<i>Request for information, request for service work unrelated to a break-fix situation, request for technical correction when not service impacting (e.g., end user applications assistance).</i>	
RESPONSE CATEGORY	NORMAL RESPONSE TIMES
Call Back Response Time	Within 48 hours after receipt of call from customer's authorized representative.
Remote Diagnostic Response Time	Seventy-two (72) hours or less. Typically resolved via remote system access
Level of Service	The resolution process is ongoing until the problem is solved.

Severity Level 1 "WORK IMPEDING OR INCONVENIENT"	
<i>A single user or small percentage of users are affected, or the problem has limited visibility.</i>	
RESPONSE CATEGORY	NORMAL RESPONSE TIMES
Call Back Response Time	Within 24 hours after receipt of call from customer's authorized representative.
Remote Diagnostic Response Time	Thirty-six (36) hours or less. Typically resolved via remote system access
Level of Service	The resolution process is ongoing until the problem is solved.

Severity Level 2 "LIMITED FUNCTIONALITY"	
<i>The majority of the users at a customer's site are affected, but the problem does not affect the system recording. The problem has a high visibility and although there may be a work around, performance may be degraded or functions limited. Problem may be due to a non-critical software malfunction. Level 2 problems frequently require manufacturer involvement, and occasionally require manufacturer R&D –level involvement, which may take longer to resolve. (e.g., evaluation form is unavailable, reporting is unavailable).</i>	
RESPONSE CATEGORY	NORMAL RESPONSE TIMES
Call Back Response Time	Two (2) hours after receipt of call from customer's authorized representative.
Remote Diagnostic Response Time	Ten (10) hours or less. These problems are typically corrected via remote access to the system within 72 hours.
Level of Service	Reasonable effort until the work around is provided and system is stable. The resolution process is ongoing until the problem is solved.

Severity Level 3 "CRITICAL FAILURE"	
<i>Any failure which results in loss of substantial number of recording channels/extensions, effected users, or data (audio, screens or both), or if allowed to persist will result in such loss. The loss has been shown to be caused by a defect in Oreka software....unable to record one or more systems, and NOT defects in 3rd party products or within the customer environment.</i>	
RESPONSE CATEGORY	NORMAL RESPONSE TIMES
Call Back Response Time	Sixty (60) minutes after receipt of call from customer's authorized representative.
Remote Diagnostic Response Time	Six (6) hours or less - once the needed support has been determined.
Level of Service	Reasonable effort until the problem is resolved or a work around is provided. The resolution process is ongoing until the problem is solved. Critical failures are typically resolved within 24 hours.

What is NOT included under the OrecX Customer Care Agreement

- **Online or on-phone training.** The Customer Care Agreement does not cover in-depth training. If the product instruction or information is going to take more than twenty minutes of a support engineer's time, the Customer will be referred to our training department or consulting group. Customer can purchase Advice Line (block of 1 hour sessions for a total of 10 hours to be used any time within a 12 month period from date of purchase) time from OrecX which provides one on one hourly remote training sessions with a OrecX's trainer and the customer to cover specific issues, strategies and product use questions. The Advice Line time needs to be a scheduled event with a minimum scheduling time of 24 hours. These services are considered to be "consulting". For consulting services refer to the Customer Care Fee Schedule.
- **Assistance in the customization of the application.** The Customer Care Agreement includes technical support on the use of the Oreka products, but it does NOT include assistance in developing, debugging, testing or any other application customization. These services are considered to be "consulting". For consulting services refer to the Customer Care Fee Schedule.
- **Information and assistance on technical issues related to the installation, administration, and use of enabling technologies such as databases, computer networks, and communications.** These services are not included in the Customer Care Agreement, but can be provided as a separate consulting service. These services are considered to be "consulting". For consulting services refer to the Customer Care Fee Schedule.
- **Assistance in the identification of defects in user environment.** If OrecX's personnel suspect that a problem being reported by a Customer is due to defects in the user's environment, OrecX's personnel will notify the Customer, and any additional requested involvement by OrecX's personnel would be on a fee basis. These services are considered to be "consulting". For consulting services refer to the Customer Care Fee Schedule. If it is subsequently determined upon resolution that the defect is in the Oreka Software product, the Customer will not be charged for this service.
- **Assistance with the installation, configuration and or troubleshooting of hardware including, but not limited to, computers, hard disks, networks, and printers.** OrecX does not provide these services. If requested, These services are considered to be "consulting". For consulting services refer to the Customer Care Fee Schedule.



Appendix A: Customer Care Fee Schedule

Universal Customer Care Agreement

Covers all support during regular business hours, with travel and expenses billed separately.

Subscription Licenses - Support is included.

Permanent Licenses - Annually, support is 20% of current list price of software purchased.

After-Hours Support

Support provided outside of purchased coverage hours is billed at the following rates:

- Phone support - \$150.00/hour, one-hour minimum per incident
- On site - \$350/hour, four-hour minimum plus travel and expenses

Consulting Services

Consulting Services are available at a rate of \$125/hour (plus travel and living expenses incurred for work performed at customer's site). Consulting Services are defined in large part by the details within the "What is NOT included under the Customer Care Agreement" section on the previous page.

Customization Support

Customization support is available at a rate of \$125/hour (plus travel and living expenses incurred for work performed at customer's site).

Additional Support Contacts

Additional Customer Care contacts may be added at the rate of \$2,000 annually.

Additional Training

Additional Training can be purchased for \$1000/day plus expenses.