

Jinfonet Technical Support and Maintenance Policy

This document defines Jinfonet Software's Technical Support and Maintenance Policy for customers that have purchased Technical Support Packages. The policy is subject to change at Jinfonet Software's sole discretion. Notice of substantial changes to policies and procedures shall be posted on Jinfonet Software's Support website (<http://www.jinfonet.com/support>) prior to a change in policy or procedure. Jinfonet Software will perform all Support and Maintenance services under the most current policy in a professional and timely manner.

Jinfonet Software provides technical support and maintenance services to customers and partners, referred to as 'Customer', who purchase Technical Support Packages in addition to software product licenses from Jinfonet Software.

Jinfonet Software Technical Support Packages provide customers with product related support via email as well as access to product updates, minor and major product updates. Customers who purchase Phone Support are also entitled to live phone support.

TECHNICAL SUPPORT PACKAGES

Jinfonet Software offers the following Technical Support Packages. Technical Support is sold in combination with licensed products and includes Software Maintenance. The same Technical Support level must be purchased for each and every licensed product purchased.

Standard Support Package

The purchase of a Standard Support Package is mandatory when purchasing software licenses.

The Standard Support package includes:

- Email Support during Normal Business Hours: The designated Customer Contacts have email access to Technical Support engineers during Normal Business Hours.

In most cases, email requests will be acknowledged within one business hour and responded to within 24 hours.

- Online Support Site: Customers have access to the Online Support Site (Online Support System, Knowledge Base and Download Site) 24 hours per day, seven days per week, including holidays. Note: Access to the Knowledge Base and Download Site is not limited to Customer Contacts. All employees of a Customer are eligible to access these sites.

Premium Support Package

The Premium Support package is an optional, ad-on to our Standard Support Package and includes:

- Unlimited Phone Support: The designated Customer Contacts have phone access to Technical Support engineers during Normal Business Hours.

Minimum Support charges and software licensing levels apply. In the case where a customer has existing Standard Support packages, a consolidated Premium Support package is required. Contact your Enterprise Account Manager for details.

Per-Incident Phone Support Packs

Customers that purchased the Standard Support Package who choose not to purchase the Unlimited Phone Support package may purchase a multi-pack of per-incident phone support. Incidents are valid for customers under active maintenance and expire 1 year after the Phone Incident Pack date of purchase. Customers must pre-pay by credit card or purchase order before receiving phone support.

Number of Incidents	Price
5	\$5000

Custom Support Package

The Custom Support Package is an offering tailored to meet the specific needs of a customer. We offer packages that can include:

- Extended hours of coverage
- Designated support engineer
- Access to Hot Fixes
- Replication of customer's application at Jinfonet for QA Testing
- Onsite technical advisory consulting services
- Periodic system health checks
- Other benefits

Minimum charges and licensing levels apply. Contact your Enterprise Account Manager for details.

Independent Software Vendor (ISV) Support Package

The ISV Support Package offers all the benefits of Standard Support, plus:

- Project Management to coordinate JReport support efforts with ISV product release schedules.
- Unlimited Phone Support during Normal Business Hours: The designated Customer Contacts have phone access to Technical Support engineers during Normal Business Hours.

Minimum Support charges and software licensing levels apply. Contact your Enterprise Account Manager for details.

Summary of Technical Support Packages

Support Package	Key Features	Price*
Standard	Online and email support	20%
Premium	Online, email, and unlimited phone support	25%**
Custom	Online, email, unlimited phone support, and custom options	**
ISV	Online, email, unlimited phone support, and account management to coordinate ISV product release schedules	**

* Percentage of net software license price.

** Minimum Support charges and software licensing levels apply. Contact your EAM for details.

NOTE: Software Maintenance is included in this fee.

Purchasing Support for Additional Licenses

Customers that have purchased software licenses and support in the past and who wish to purchase additional software licenses and support must buy an annual Support Package at time of software license purchase.

Support Package Consolidation

Upon reaching the renewal date for any existing support package, Jinfonet will 'true up' all support packages into a single package with a single renewal date. Jinfonet will credit an amount, pro-rated to the remaining portion of active support packages, towards the price of a consolidated support package covering all licensed products.

TECHNICAL SUPPORT GUIDELINES

Customer Contacts

Jinfonet Technical Support Packages require Customers to direct all Support requests through a maximum of two individuals within the Customer's organization deemed 'Customer Contacts'. A Customer Contact is an individual the Customer has designated as a point-of-contact with Jinfonet Software's Technical Support team. Jinfonet recommends that Customer Contacts have sufficient technical skills and system access to implement advice and recommendations from Jinfonet's Technical Support team.

All communications must be handled by a Customer Contact, otherwise service will be denied. Customers may re-assign a Customer Contact as needed, by notifying Jinfonet in writing up to three times during any single annual Support and Maintenance period. The Customer is responsible for notifying Jinfonet when Customer Contact information changes. Additional Customer Contacts may be added to the maintenance and support agreement for an additional charge, contact your Enterprise Account Manager for details.

Contacting Jinfonet Support

Email: support@jinfonet.com

Web: <http://customercare.jinfonet.com>

Normal Business Hours: 9 a.m. - 6 p.m. ET, M-F except holidays

For customers that have purchased Phone Support, Customer Contacts may contact Technical Support by calling: 240-477-1000. In the event that no one answers during Normal Business Hours, leave a message and our Support team will strive to return your call within four business hours.

Submitting a Support Request

To submit a support request, a Customer Contact contacts Jinfonet's Support team by email, web, or phone (if the customer purchased phone support). Upon submitting a request, the Customer Contact will receive a 'ticket' number to be used in future communications regarding the request.

Customer Contacts are expected to provide the following information when submitting a request:

- Customer contact name
- Company name
- Project name
- Phone number
- E-mail address
- Jinfonet Software product(s) being used, including version number(s)
- Environment details including operating system, application server, JDK, etc.
- Error message(s)
- Brief description of the case
- Priority of the case
- Collected diagnostic information

Severity Levels

For each support incident reported to Jinfonet, Jinfonet technical staff will assign a severity level based upon information provided by the user and in accordance with the following severity definitions:

Severity 1	Emergency, mission-critical system down
Severity 2	Critical situation, no work-around available, user waiting for a fix
Severity 3	Error situation, work-around available
Severity 4	Enhancement request to be considered for a future update or release

Although Jinfonet does not guarantee a specific resolution time, efforts will be made to take immediate actions on Severity 1 and Severity 2 problems. The process flow for each severity level is as follows:

Severity 1

- Jinfonet management will be notified of the call immediately and ensure that the appropriate resources are assigned.
- For a product-related defect, the issue will be escalated to the Jinfonet engineering group. Engineering will assign it a high priority and use commercially reasonable efforts to develop a correction.
- Jinfonet staff will work on the issue until it is resolved or a reasonable work-around is developed.

Severity 2

- Jinfonet management will be notified of the call within 8 business hours and ensure that the appropriate resources are assigned.
- For a product-related defect, the issue will be escalated to the Jinfonet engineering group. Engineering will assign it a high priority and develop a correction.
- Jinfonet staff will work on the call until it is resolved or a reasonable work-around is developed.

Severity 3

- Jinfonet will assign the call to a support engineer and commence diagnostic work.
- Jinfonet will make reasonable efforts to develop a solution.

Severity 4

- Jinfonet will forward the request to product management.
- Jinfonet will consider the enhancement when planning for future releases.

Online Support Site

The Online Support Site is designed to allow our customers and partners to efficiently find answers to their questions around the clock. The site allows users with a valid Technical Support Package, to submit cases, access product documentation, download product updates, and search the Knowledge Base. The Online Support Site is located at <http://customercare.jinfonet.com>.

An account is required to access the Online Support Site. Licensed customers and partners of Jinfonet Software may register for an account online. Online access is not limited to Customer Contacts. Additional Customer personnel may access self-service content from our website.

Our Knowledge Base provides full-text search capability of our extensive technical documentation covering Frequently Asked Questions (FAQ's), tips and tricks, and troubleshooting guidance.

SOFTWARE MAINTENANCE

Customers under a valid Technical Support Package are entitled to all product updates posted on Jinfonet's online support site (<http://customercare.jinfonet.com>) for purchased products*:

- All Updates. An example is a Product Update or Service Pack.
- All Minor Releases. An example is an upgrade from version 7.2 to version 7.3.
- All Major Releases. An example is an upgrade from version 7.3 to version 8.0

* Maintenance does not include access to newly released products. Contact your Enterprise Account Manager regarding licensing for newly released Jinfonet software products.

Patch Release Policy

Jinfonet, at its sole discretion, may distribute patches from time to time to resolve product issues for supported products that have not reached their Product End-of-Life. Patches are released to customers to address functional and system stability issues and are intended to provide interim solutions. Patch corrections are typically applied to future generally available Updates, Service Packs, Minor or Major software releases. **As soon as an issue is resolved in a generally available software release, customers are expected to upgrade to that release to resolve any instances of that issue.**

Limited Software Distribution

To accelerate issue resolution, customers may be asked to install Limited versions of software to assist in isolating and debugging issues and verifying resolutions. Limited software distributions are not considered generally available software releases and therefore require customers to sign an addendum to Jinfonet's Standard Software Licensing agreement. Limited code will not be distributed unless customer signs and returns a copy of the Limited Software Distribution Addendum that is available by contacting Jinfonet Technical Support.

Download Site

JReport software is available for licensed customers and those with valid Technical Support Packages through our Online Support Site. Customers can access the download site by entering valid online account information and accessing the 'Download' section.

Product End-of-Life

In general, Jinfonet Software supports each GA release of software for two years from the time it is made Generally Available.

Customers wishing to extend support beyond Product End-of-Life should contact their Enterprise Account Manager for pricing and availability. Minimum support charges and software licensing levels apply.

Jinfonet Software will publish Product End-of-Life notices online on its Support website (www.jinfonet.com)

Term

The term of Jinfonet Technical Support Packages is one year. Coverage becomes effective on the date of initial purchase. Technical Support Packages auto-renew annually for fully supported software product releases, and a payment for the renewal cost is due unless Customer notifies Jinfonet, in writing, at least 60 days prior to the scheduled renewal date.

Jinfonet reserves the right to increase the price of Technical Support Packages. Increases will be applied during the annual renewal process and will not be applied retroactively, except in the case where coverage has lapsed.

Partial renewals of Technical Support Packages are not offered. Customers are required to renew maintenance and support on all software product licenses, and at the same support level.

Lapses in Coverage

Customers failing to pay renewal invoices prior to their annual anniversary will NOT receive Support or software product updates of any kind. Jinfonet will re-activate Support and Maintenance services upon receipt of payment for support during the period in which support lapsed, and for the forthcoming annual cycle. Jinfonet will also impose a 25% fee on overdue maintenance fees prior to re-activating coverage.

LIMITATIONS

The Customer may upgrade their level of support by contacting a Technical Support Manager or their Account Executive. Previously purchased Phone Incident Packs are not credited towards fees associated with upgrading to higher levels of support.

Support services do not include the following: support for third-party products that are outside of Jinfonet's product line, performance tuning or analysis, guidance on deployment strategy, development of code samples, custom development, code reviews, on-site visits, SQL query analysis, training, or other services not explicitly defined within this document. Contact Jinfonet Professional Services if these additional services are needed.

Third Party Software

JReport deployments interact with many external third-party products and services that are outside of the control of JReport. JReport Technical Support will assist customers with configuration issues in standard supported configurations, but are not responsible for supporting external, third-party products and services. Customers are responsible for verifying that their environment meets minimum requirements for our products, and customers must utilize third-party support services to resolve issues with products external to JReport before requesting support from Jinfonet Technical Support team.

Contact Jinfonet Professional Services if these additional services are needed.

Jinfonet Software will maintain a list of third-party products that have been tested and/or certified with JReport. Customers under maintenance may request a copy of this list.
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Custom Code and JReport SDK

Jinfonet Technical Support does not write code or reports for customers, review code or reports for customers. Jinfonet Technical Support does provide sample code and reports for demonstration purposes. Samples are not intended for use as-is in any customer application but are intended to assist developers in creating their own solutions. Our team will assist developers in diagnosing particular error messages and behavior, and assist developers with questions regarding JReport API's including their intended use, benefits, and known issues and associated workarounds.

Customers needing assistance outside of the scope of Technical Support can contact Jinfonet Professional Services for further assistance.

Customers should also be aware that custom code made to a specific version of JReport may not work when JReport is upgraded, if in Jinfonet's sole opinion the custom code does not benefit JReport's general user base. Jinfonet Software will make reasonable commercial efforts to preserve backwards compatibility. For assistance in migrating a customer's custom code from one version of JReport to another version of JReport, please contact Jinfonet Professional Services.