



GREENRIDGE
Business Systems

Greenridge Support Handbook





Table of Contents

1. Overview	3
1.1 Our Commitment.....	3
2. Support Offerings Overview	4
2.1 Self Help	4
2.2 Product Maintenance.....	4
2.3 Service Contract.....	5
2.4 Greenridge Helpdesk.....	5
Electronic Support.....	6
3.0 Product Maintenance Coverage	6
4.0 Prior to Contacting Greenridge Support.....	7
4.1 Define the Problem:.....	7
4.2 Gather Background Information:.....	7
4.3 Gather Relevant Diagnostic Information (if possible):.....	8
4.4 Determine the Business Impact:	8
Severity Levels	8
5.0 Reporting a Software Problem:	10
5.1 Accessing Technical Support.....	10
Internet Access.....	11
Software Maintenance Offering:.....	11
Voice Access.....	11
Response Objectives.....	11
After Hours Support:	11
5.2 How your request is handled by Greenridge Helpdesk.....	12
Submitting a request for assistance to Greenridge.....	12
Submitting problem information to Greenridge	12
How a code defect is handled by support.....	14
How technical questions (how-to/install) are handled by support	14
How support for modified source code is handled	15
Escalation Procedures.....	15
Reopening a Ticket.....	15
5.3 Submitting Software Requirements	15
5.4 Product Numbering Scheme	16
5.5 Problem Identification Worksheet	17
5.6 Helpdesk Support Chart.....	19
5.7 Response Goals:.....	20
6.0 Third Party Software and Open Source Software.....	22
Software Support.....	22
7.0 Maintenance and Support Policies.....	23
8.0 Greenridge Support Contacts.....	23



1. Overview

Greenridge Business Systems Corporation is committed to delivering quality support for the products and/or services you have purchased. The purpose of this document is to provide guidelines and reference materials to Greenridge customers enabling them to utilize our support services to the fullest. Greenridge has produced this guide with the following objectives in mind:

- To introduce you to Greenridge Technical Support Policies, including our product and custom software solutions
- Provide information on the support services currently available from Greenridge, including definitions of programs, policies, and procedures
- Help you to effectively access and engage Greenridge Support resources
- Explain how you can enhance your Greenridge Support with additional services to meet your needs

Please review this guide carefully as it contains important information regarding the service and support of your Greenridge products. Thank you for choosing Greenridge solutions.

1.1 Our Commitment

Greenridge endeavors to provide its customers with world class support. We intend to differentiate ourselves by providing:

- Reliable response to you requests
- Timely problem resolution
- High quality fixes and information

Our Technical Support Helpdesk consists of highly skilled and motivated Greenridge personnel. Our goal is to ensure your satisfaction each time you contact us for support by:

- Responding to your calls within targeted guidelines
- Providing ongoing communication regarding your problem status through problem resolution
- Taking ownership of your call for support
- Providing a defined escalation process when management assistance is needed
- Maintaining our commitment to continuous improvement of our service processes



2. Support Offerings Overview

Greenridge offers several types of support. These different levels of support are defined as Bronze, Silver and Gold. We have developed these levels of support based upon the needs expressed by our customers, as well as industry standards.

Bronze Support – This is the most basic support package offered. It is designed to meet the basic needs of most customers and provide a balance of support and cost-effectiveness.

Silver and Gold – These packages offer additional support to customers with more sophisticated and/or demanding support requirements.

Within each support offering, we have different methods of support available to you:

2.1 Self Help

Manuals and technical documentation where available.

2.2 Product Maintenance

With Product Maintenance you receive the following:

- Access to new Greenridge Product versions and releases as they become generally available. (a Product Maintenance agreement must be current to receive these)
 - Greenridge on-site installation support is available at a hourly rate
- Access to Greenridge documentation
- Remote problem analysis and assistance at a time and material rate

With Silver or Gold package options your receive:

- Remote problem analysis and assistance



- Assistance with identifying the failing product/component
 - Will be performed for products covered with a support contract
- Assistance with remote problem determination and resolution
- Support for code-related problems
- Access to our support system electronic access via the Web/email
- Ability to assign a list of staff whom you authorize to submit/view problem records to Greenridge

2.3 Service Contract

With a Service Contract you receive the following:

- Remote problem analysis and assistance during normal business hours (i.e.: Monday through Friday, excluding national or statutory holidays) through our Helpdesk system.
 - Assistance with identifying the failing product/component
 - Will be performed for items identified within the service contract
 - Assistance with remote problem determination and resolution
- Support for code-related problems
- Access to our support system via electronic access via the Web/email
- Response time objective of next business day during regular business hours for voice and electronic problem submissions.
- Ability to assign a list of staff whom you authorize to submit/view problem records to Greenridge.

2.4 Greenridge Helpdesk

Both Service and Product maintenance contracts offer access to Greenridge Helpdesk.

Helpdesk gives you the ability to contact Greenridge and make defect inquiries about eligible products. You have the option of voice or electronic access to a team of technical specialists. Greenridge Helpdesk enables you to reduce your own research time, increase productivity, and concentrate on your core business.



Helpdesk is available during normal business hours (i.e. 8:00 am-5:00 pm CT, Monday through Friday, excluding national/provincial holidays). On a Gold support contract, support coverage for customer's problems is available 24 hours per day, 7 days per week, 365 days a year.

For all eligible software, within the level of support you have purchased, we help you with:

- Product compatibility and interoperability questions
- Interpretation of product documentation
- Diagnostic information review(s) to help isolate the cause of a problem
- Configuration samples
- Planning information for software fixes
- Defect support

Electronic Support

Electronic support allows you to submit your problems and get your answers electronically

All submissions to helpdesk are assigned a ticket number for issue tracking.

Greenridge helpdesk currently offers supports for the following products:

- AOS
- E-Store
- FocalPoint
- AdminPoint
- ASP (Application Service provider Service)
- Service Contract Support

Greenridge reserves the right to add or remove products supported under Helpdesk at any time.

On-site installation of software is available as an option at an hourly rate.

3.0 Product Maintenance Coverage

- When you renew Product Maintenance for a product at a site, you should renew Product Maintenance for all copies/licenses of that program at that site, no matter how you acquired those copies
- You are entitled to Product Maintenance only on the licenses covered



- If you need support coverage or want to install a new version/release on one of the licenses with lapsed Product Maintenance coverage, you will need to contact your Greenridge Account Manager and discuss options for reactivating your Product Maintenance. This is the only way you will be able to reinstate your licenses in Product Maintenance.

4.0 Prior to Contacting Greenridge Support

In order to understand and resolve your support service request in the most expedient way possible it is important that you take the steps listed below before you contact our technical support team. You will need to gather information about the problem and have it on hand when discussing the situation with the software specialist. The following steps are an example of what is required:

4.1 Define the Problem:

Being able to articulate the problem and symptoms before contacting technical support will expedite the problem solving process. It is very important that you are as specific as possible in explaining a problem or question to our software specialists. Our specialists want to be sure that they provide you with exactly the right solution. The better they understand your specific problem scenario the better they are able to resolve it. To assist you with problem identification, refer to the Problem Identification Worksheet on page 17.

4.2 Gather Background Information:

To effectively and efficiently solve a problem, the software specialist needs to have all of the relevant information about the problem. Being able to answer the following questions will help us in our efforts in resolving your software problem:

- What levels of software were you running when the problem occurred? Please include all relevant products, i.e.: operating system as well as related products.
- Has the problem happened before, or is this an isolated problem?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system? (hardware, Operating System or software)
- Were any messages or other diagnostic information produced? If yes, what were they?



- It is often helpful to have a printout of the message number(s) of any messages received when you place the call for support.
- Define your technical question in specific terms and provide the version and release level of the product(s) in question.

4.3 Gather Relevant Diagnostic Information (if possible):

It is often necessary that our technical support specialists analyze specific diagnostic information, such as storage dumps, traces, etc., in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems. If you are unsure about what documentation is required, we recommend you contact the Greenridge Helpdesk for assistance in gathering the pertinent diagnostic information.

4.4 Determine the Business Impact:

You need to assign a severity level to the problem when you report it. In order to do this, you need to understand the business impact of the problem you are reporting. A description of the severity levels is in the following table.

Severity Levels

Severity 1	Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This indicates you are unable to use the program resulting in a critical impact on operations. This condition requires an immediate solution.
Severity 2	Significant business impact, this indicates the program is usable but is severely limited.
Severity 3	Some business impact, this indicates the program is usable with less significant features (not critical to operations) unavailable.
Severity 4	Minimal business impact, this indicates the problem causes little impact on operations or that a reasonable circumvention to the problem has been implemented.

The following chart will help to further clarify the severity level definitions.



Severity Level	Further Definitions	Examples
Severity 1	<ul style="list-style-type: none">• Critical situation/system down• Business critical software component is inoperable• as a rule applies to production environment• Critical interface has failed	<ul style="list-style-type: none">• Your FocalPoint website is not running• All AOS users are unable to login.
Severity 2	Severe impact: A software component is severely restricted in its use, causing significant business impact	<ul style="list-style-type: none">• All users of AOS receive a database manager error while attempting to view a particular order shell
Severity 3	Moderate impact: A non-critical software component is malfunctioning, causing moderate business impact.	<ul style="list-style-type: none">• A single client cannot login to a product
Severity 4	Minimal impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	<ul style="list-style-type: none">• Documentation is incorrect.• Additional documentation requested

When speaking with a technical support specialist, you should also mention the following items if they apply to your situation:

- you are under business deadline pressure
- your availability (i.e. when you will be able to work with Greenridge Technical Support)
- you can be reached at more than one phone number
- you can designate a knowledgeable alternate contact with whom we can speak
- you have other open problems (Support Tickets/Incidents) with Greenridge regarding this service request



- you have researched this situation prior to calling Greenridge and have detailed information or documentation to provide for the problem

5.0 Reporting a Software Problem:

Greenridge does not warrant that our products are defect free. However we do endeavor to fix them to work as designed. Our Helpdesk support is available to provide you assistance and guidance. We do assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or soft copy, to our helpdesk. You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

You need to be aware of your responsibilities when working with Greenridge Helpdesk. If you do not have the required skill or are unwilling to do the work, you can engage Greenridge Consulting services to assist you, for an additional fee. If you are involved in a services engagement in which Greenridge Consulting Services or a Business Partner is designing and implementing an application for you, you should insist the statement of work be very clear as to whose responsibility it is to work suspected code defect issues with Greenridge, to ensure proper entitlement for Helpdesk support.

5.1 Accessing Technical Support

When calling or submitting a problem to Greenridge Helpdesk Support about a particular service request, please have the following information ready:

- Greenridge Customer Number
- Company name
- Contact name
- Preferred means of contact (voice or email)
- Telephone number where you can be reached if request is voice
- Related product and version information



- Related operating system and database information
- Detailed description of the issue
- Severity of the issue in relationship to the impact of it affecting your business needs

Internet Access

Through the Helpdesk submission form, you may post support questions electronically to the same support specialists who staff the Greenridge Helpdesk telephone support lines. Prior to submitting a problem via the Internet you will need the same information as if you were placing a problem by telephone. This capability allows you to put all of the pertinent information about your problem into the problem record via the Internet without having to wait for someone to call you back. This should save you time and help with problem resolution time.

Software Maintenance Offering:

Issue submission is available with the Software Maintenance offering.

Access to the tool is available through the Greenridge Web site:
<http://www.greenridge.ca/cms/app/grweb/support/>.

Voice Access

Greenridge Helpdesk is available by telephone at 775-3500 ext 4699. You will be required to provide your Greenridge Customer Number for validation of the support service to which you are entitled to as well as the product about which you are calling.

Response Objectives

When you contact technical support to report a problem or update/get status on a problem, your request will be entered into our Helpdesk system and routed to our Helpdesk personnel. Response times vary depending on the support contract package purchased. Please refer to the Helpdesk Support Chart section for detailed offerings.

After Hours Support:

After Hours support is available as an option. Please contact your Account Manager for pricing and details.



After Hours support will be provided in English. An appropriately skilled technical person from your site must be available to work with Greenridge technical support staff during the entire time we are performing support services outside of normal business hours.

Please refer to the Helpdesk Support Chart section for detailed offerings.

5.2 How your request is handled by Greenridge Helpdesk

Submitting a request for assistance to Greenridge

Depending on your chosen support package, you may submit your request for assistance by using Web, email or by contacting Greenridge directly by telephone. These requests are logged into the Greenridge Helpdesk system.

Once logged, a unique Ticket Number or Incident/Support Case is created. Please make note of this Ticket number and use it in any future communication on this issue with the Helpdesk. Your ticket is routed to a resolution team for handling. Your ticket may be transferred directly to the resolution team or your issue will be placed in a queue for response. In either case, the next person to contact you will be a specialist in the appropriate resolution team.

At the resolution team level your ticket is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

In order to investigate the issue, Greenridge may need to access information on your system relative to the failure, or may need to recreate the failure to get additional information. Should the problem be configuration related, it is possible you may need to recreate the problem to get that required information.

Submitting problem information to Greenridge

Our Helpdesk specialists may request that you send in the problem information or test cases or that they be able to view it with you electronically. To accomplish this, you may be offered several options by the Greenridge support specialist:



Note: Once your documentation is completely received, Greenridge will treat it similar to the way we treat Greenridge Confidential information. We will use it only for the purposes for which it was provided; we will not disclose it to other parties; and we will delete or destroy it when it is no longer required.

During this investigation process, the Resolution Team determines if your defect issue falls into one of three categories described below:

Category 1

A known defect-related issue: If the Resolution Team determines that the issue is the result of a software defect that has previously been reported, the following actions may be taken:

- A fix or workaround is provided to circumvent or correct the issue
- If no workaround is available and it is determined that one is required, the Resolution Team will work with the customer to find the best feasible workaround
- The Resolution Team advises the customer when the defect is closed and updates the ticket problem record
- Greenridge on-site installation support is available at a hourly rate

Category 2

A new defect: If the Resolution Team determines that the issue is the result of a Greenridge software defect that has not been reported before, we will work with you to create an Authorized Ticket Analysis Report (ATAR) to track the resolution of the defect. These ATARs are routed to the appropriate development teams.

The development teams analyze the ATAR to determine how the defect will be addressed. One of a number of fix schedules may result:

- The defect is determined to be of high impact; a code fix is created and delivered to the customer.
- The defect is determined to be of lower impact which does not require an immediate, permanent fix; we may defer the fix for a future release.
- For impacting problems, once an ATAR is created the appropriate development team(s) become engaged and will work to resolve the situation.

Category 3

A problem that is not defect-related: If the Resolution Team determines that the issue is not a software defect in supported Greenridge code, we will continue to work the



problem to resolution only at the request and agreement of the customer under a separate services agreement.

Once you have received a program fix, we will follow up with you to confirm resolution of your problem. If you have verified the fix, please contact the support center so that the Ticket may be placed in a resolved status. If for some reason the problem is not resolved, or you are dissatisfied with the solution, your problem record will remain open while Greenridge support personnel continue to work on the problem. The Ticket will not be closed until the problem has been resolved to your satisfaction.

How a code defect is handled by support

Greenridge Products:

If Greenridge determines that a software defect has been identified an Authorized Ticket Analysis Report (ATAR) will be created which describes the problem in detail, along with any necessary diagnostic documentation that you may be asked to provide. Because of the complexities of the environments supported, ATARs will often take several weeks, possibly months, to debug and to write, test, package and distribute a fix. For high impact problems, Greenridge Helpdesk will make every effort to develop a bypass or workaround that you can use until the ATAR has been resolved and a Program Temporary Fix has been created.

Code fixes for Greenridge products may be distributed via email, download, service packs or in a future release of the product. In such cases where you request the fix to be delivered on physical media, a minimal shipping and media charge may apply.

How technical questions (how-to/install) are handled by support

Greenridge support does not cover technical question support. Greenridge training programs will allow you to obtain assistance from Greenridge for task-oriented questions regarding the installation and operation of Greenridge software. Talk with your account manager regarding Greenridge training programs

When a technical question is submitted, we may refer you to product documentation or publications to assist you in the following areas:

Short duration problems involving

- installation
- usage (how-to)



- specific usage/installation questions for documented functions
- product compatibility and interoperability questions
- technical references to publications, i.e. manuals, training material, etc.
- assistance with interpretation of publications
- providing available configuration samples
- planning information for software fixes

How support for modified source code is handled

In the event that Greenridge has provided source code to the customer, all related support questions and issues are to be handled on a Time and Materials basis. Modified source code is not covered under any of the Support options and all inquiries will be on a Time and Material rates.

When submitting an issue to Helpdesk where source code has been modified, the submitter must notify helpdesk of the modified code. A fee will be incurred when a support request involving modified source code is submitted to our helpdesk system without source code modification explicitly mentioned in the helpdesk request.

By submitting a helpdesk request with modified source code, the submitter acknowledges that all work involved with issues resolution will be billed at Greenridge Time and Material rates.

Escalation Procedures

Greenridge Helpdesk's goal is to provide it's customers with "Best of Breed" support. If at any point in the process, you feel we are not meeting our commitments to you (as outlined in this handbook) you may call our attention to this problem by talking with your Greenridge Account Manager or through the Helpdesk system itself.

Reopening a Ticket

Greenridge has a policy of not reopening tickets, but creating new ones. If the recommendations that we provide you to resolve your problem fail to satisfy the requirements you may request a new ticket and please reference the old ticket so we do not reiterate advice already provided.

5.3 Submitting Software Requirements

The most effective vehicle available to provide Greenridge software development to your software requirements is to contact our Helpdesk. Our Helpdesk staff can input your requirements into our requirements database. From there, they go directly to our



software development teams who are responsible for evaluating the requirements and prioritizing those accepted for inclusion into future product releases.

5.4 Product Numbering Scheme

Major Releases, Enhancement Releases, and Maintenance Releases incorporate all available fixes to priority problems, whether common across hardware platforms, or platform-specific. Each type also undergoes a complete test and quality assurance cycle.

On-site installation of releases is an available option at a time and material rate. Contact your account manager for details

Major Releases

A Major Release contains significant new architectural enhancements and new product functionality. A Major Release is denoted by the digit to the left of the decimal point. Examples of Major Releases are FocalPoint 3.x, eStore 2.x, and so on.

Enhancement Releases

An Enhancement Release contains new product features and enhancements, as well as all of the defect fixes contained in preceding Maintenance and Interim Releases. In the version numbering scheme for Greenridge products, Enhancement Releases are denoted by the first digit to the right of the decimal point. Examples of Enhancement Releases are FocalPoint 2.1.x, eStore 2.2.x, and so on.

Maintenance Releases

The primary objective of Maintenance Releases is to deliver defect fixes that improve product reliability and performance. Maintenance Releases may contain some new feature enhancements that contribute to increased database performance. In the version numbering scheme for Greenridge products, Maintenance Releases are denoted by the second digit to the right of the decimal point. Examples of Maintenance Releases are FocalPoint 3.0.1, eStore 2.1.2, and so on.

Interim Releases

Between Maintenance Releases, fixes to critical problems in products in lifecycle Categories One and Two may be distributed via an Interim Release. Interim Releases receive significant quality assurance testing; however, in the interest of providing fixes



in a timely fashion, Interim Releases receive a subset of the tests performed on full releases. Interim Releases are incorporated into the next Maintenance Release on a specific platform. Each product has a version number, which is used to keep track of enhancements and defect fixes.

5.5 Problem Identification Worksheet

Please complete this form before calling Technical Support

This form helps you identify problems and assists Greenridge Technical Support in finding solutions.

System Information

What is the failing product? _____

What is the version and release number?

What machine model, operating system, and version are running?

Problem Description

What are the expected results?

What statement or command is being used? _____

What are the exact symptoms and syntax? _____

What is or isn't happening, including exact error number and message text?

Is anyone else experiencing the problem? _____

Is this the first time this operation has been attempted?



Is this the first time this problem has occurred?

Environment

When did this activity work last? _____

What has changed since the activity last worked?

__ Hardware type/model __ Application

__ Operating system/version __ Level of usage

__ New product version/release __ Maintenance applied

If the problem does not occur every time, under what conditions does the problem not occur?

Is there any other software running on the system which may be conflicting with this product?

Problem Isolation

Identify the specific feature of the software causing the problem. _____

Can the problem be reproduced? If so, please provide a reproducible test case or instructions on how to reproduce the error condition _____



5.6 Helpdesk Support Chart

The following table describes the features of Help Desk Support based on our package offerings:

Support Offerings	Bronze	Silver	Gold
Electronic Problem Submission	Yes	Yes	Yes
Voice Problem Submission	Time & materials	Time & materials	Yes
Number of electronic problems	N/A	Unlimited	Unlimited
Number of voice submission problems	Time & materials	Time & materials	Unlimited
Support Hours **	8am -5pm CT Business Days	8am -5pm CT Business Days	24 x 7 x 365
Response target ***	N/A	Next Business Day	4 Hour Same Day
24 X 7 Website Monitoring with paging§	Available for purchase	Available for purchase	Included
Technical Contacts ****	N/A	1	Unlimited
On-site Assistance *****	Time & materials	Time & materials	1/yr + travel/living

**Times listed are for the North American Central Time Zone. Support is not available on public holidays for Bronze or Silver packages.

***Response target is Greenridge's objective to respond to your high severity support request. In some cases the initial response could result in a resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request



****The Technical Contact is the individual designated by the client as the person to contact Greenridge for support. All communication with Greenridge related to the Greenridge Helpdesk Support offering must be performed by the authorized Technical contact. The number of Technical contacts permitted depends on the specific Helpdesk Support offering purchased.

***** On-site assistance, if the use of Greenridge personnel on site is required. One site visit per year is included on customers with a Gold support contract. All other incidents and contacts will be at a time and materials rate.

§ Gold package includes registration of your website into Greenridge Site Monitor. Greenridge Site Monitor is an automated 24 X 7, 365 website monitoring solution that pages you when your website is unavailable.

5.7 Response Goals:

Bronze

Severity	Impact	Response Goal *	Resolution Goal
1	Critical business impact	Next Business Day	Time and Materials
2	Significant business impact	Next Business Day	Time and Materials
3**	Some business impact	Next Business Day	Next major release or Time and Materials
4**	Minimal business impact	Next Business Day	Next major release or Time and Materials

* Normal Business Hours Mon – Fri CT

** Greenridge will attempt to resolve Severity 3 and 4 issues in a major release. Greenridge cannot guarantee all severity 3 & 4 issues will be resolved. Greenridge will rank these issues in priority and outline issues being addressed in the product roadmap.

Silver

Severity	Impact	Response Goal *	Resolution Goal
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1	Critical business impact	Next Business Day	Best Effort
2	Significant business impact	Next Business Day	Best Effort
3**	Some business impact	Next Business Day	Next major release or Time and Materials
4**	Minimal business impact	Next Business Day	Next major release or Time and Materials

* Normal Business Hours Mon – Fri CT

** Greenridge will attempt to resolve Severity 3 and 4 issues in a major release. Greenridge cannot guarantee all severity 3 & 4 issues will be resolved. Greenridge will rank these issues in priority and outline issues being addressed in the product roadmap.

Gold

Severity	Impact	Response Goal	Resolution Goal
1	Critical business impact	4 hour same day	Best Effort 24 x 7
2	Significant business impact	4 hour same day	Best Effort*
3**	Some business impact	Next Business Day	Next major release or Time and Materials
4**	Minimal business impact	Next Business Day	Next major release or Time and Materials

** Greenridge will attempt to resolve Severity 3 and 4 issues in a major release. Greenridge cannot guarantee all severity 3 & 4 issues will be resolved. Greenridge will rank these issues in priority and outline issues being addressed in the product roadmap.

Gold package includes registration of your website into Greenridge Site Monitor. Greenridge Site Monitor is an automated 24 X 7, 365 website monitoring solution that pages you when your website is unavailable.



6.0 Third Party Software and Open Source Software

Software Support

Third party software or code is included or bundled with some of our Greenridge offerings. This code is included for your convenience, but is not considered part of the Greenridge program. These non-Greenridge programs are licensed directly by their providers. You agree to use the non-Greenridge programs under the provider's terms and conditions. These are provided in the Greenridge licensing agreement which accompanies the Greenridge offering at time of purchase.

Because this software is included or bundled with our Greenridge offerings, we test to ensure the Third Party products will work with Greenridge programs and function appropriately. Based on this, Greenridge Helpdesk will diagnose problems concerning customer problems utilizing the knowledge of how our Greenridge offerings work with the Third Party software. Once we have concluded that the Greenridge program is working correctly, but the issue still exists, Greenridge must refer you, the customer, to the Third Party vendor for further diagnosis.

Greenridge provides these non-Greenridge programs without any warranties or representation, including, but not limited to, the warranty of non-infringement and the implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will Greenridge be liable for any direct or indirect damages, including without limitation, lost profits, lost savings, or any incidental, special, or other economic consequential damages, even if Greenridge is informed of their possibility. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

Greenridge does not possess the in-depth technical skills to diagnose Third Party software problems. We must refer our customers to those Third Party software vendors for technical support when we diagnose the problem is not with Greenridge Software.

A special case of the above is open source software which may be included as part of the solutions Greenridge provides. Because this code is owned by the open source community and not by Greenridge, it will be identified "unwarranted". Because the code is not Greenridge's, there are no expressed or implied warranties or indemnification. However, like the third party software described above, Greenridge does testing so that we are comfortable our programs will work with the Open Source software and function as they were intended. Like the case of the Third Party software, Greenridge technical support will attempt to diagnose suspected defects using our knowledge of the



interaction of Greenridge code and the open source software. In some cases we may even have the source code and may be able to provide work-arounds for reported problems, however the final arbiter over whether a supported fix can be provided may belong to the open source community (hence, the "unwarranted" designation).

7.0 Maintenance and Support Policies

Greenridge is constantly updating its maintenance and support policies to meet the evolving needs of our customers. As mentioned in your License and Services Agreement, you should always refer to our website for our most current support policy, as it is subject to change without notice.

8.0 Greenridge Support Contacts

The intent of technical support is to provide our Customers with the quality software services they need. This means consistently meeting your expectations by providing:

- Rapid response to your requests
- Fast relief to high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information.

You are a valued customer. If, for any reason, we are not meeting your expectations, please contact us.

<http://www.greenridge.ca/cms/app/grweb/support/>

Thank you for Choosing Greenridge Products.

Michael Aldor

Greenridge Product Manager