



Worldwide Software Maintenance
&
Service Level Agreement Policy

January 2010

Note: Due to the fast pace of the industry and market conditions, from time to time, MicroWorld reserves the right to make changes to this agreement policy. For the latest version, please visit www.mwti.net/wiki

Version: 2.4



Software Maintenance and Technical Support Terms

This Service Level Agreement (the "Agreement") is an agreement between End User (both the individual purchasing the Support and/or any legal entity on whose behalf such individual is acting) (hereinafter "You" or "Partner") and MicroWorld (Vendor). The purpose of this Agreement is to specify the services and commitments with respect to direct Software technical support services for the purchased MicroWorld products.

MicroWorld (Vendor) provides Support services for problems that are demonstrable in the applicable release of MicroWorld's licensed products running unaltered on a platform with a configuration in compliance with our documented recommendations, and a supported version operating system.

Software Maintenance and Technical Support services are provided for the duration of the paid subscription periods. Technical Support services for MicroWorld products commence from the date of purchase. Thereafter, Technical Support services may be renewed on renewal of the product for the subscription period of the product.

MicroWorld tries its best to notify the Customer of renewal information prior to the date for renewal of Software Maintenance and Technical Support Services. Related fees are due and payable in advance of commencement of the applicable Support Period. Failure to pay Technical Support fees will result in suspension of MicroWorld Technical Support Services and reinstatement fees may apply.

MicroWorld shall not be liable to abide by the SLA and/or for failure or delay in the performance of a required obligation if such failure or delay is caused by strike, riot, fire, flood, natural disaster, or other similar cause beyond such party's control, provided that such party gives prompt written notice of such condition, when situation permits and resumes its performance as soon as possible.

MicroWorld's Refund Policy will commence in circumstances where End User avails any level of technical support from MicroWorld after the purchase of software

Important Notes:

- o The SLA is not applicable to replacing any Media with defects.
- o The EULA of the software will always supersede this SLA, in case of discrepancies.
- o The SLA will not apply to OEM products.
- o This SLA is only for Electronic Support and Phone support.



Technical Support Service Contact Information:

Please visit <http://www.escanav.com> for the latest information

Sending email through our website:

- Visit www.escanav.com and select "Technical Support" under "Customer Resource"
- Under "Create Support Request", fill in your Name & your email address. Please fill in the details of your request.
- When done, click on "Submit"

• **MicroWorld Software Services Pvt. Ltd.**

India Support Line: +91 22 3256 4578 / +91 93223 59065

- Support Hours: 24 x 7 (does not include Onsite Support)
- Email: support@mwti.net
- Chat Support: Visit www.escanav.com and click on "Live Online Support" on the Homepage.

• **MicroWorld Technologies Inc.**

Americas Support Line: +1 248 432 1397

- Support Hours: Monday to Friday 9:00 AM to 5:30 PM Local Time (Schedule may vary on holidays)
- Email: support@mwti.net

• **MicroWorld Technologies GmbH**

Europe Support Line: +49 (89) 20 80 39 - 223

- Support Hours: Monday to Friday 9:00 AM to 9:00 PM Local Time (Schedule may vary on holidays)
- Email: esusupport@mwti.net & desupport@mwti.net

• **MicroWorld Technologies Sdn. Bhd.**

Malaysia Support Line: +6013 244 2574

- Support Hours: Monday to Friday 9:00 AM to 6 PM Local Time (Schedule may vary on holidays)
- Email: mysupport@mwti.net

• **MicroWorld Technologies South Africa (PTY) LTD.**

South Africa Support Line: Local: 08610 eScan (37226) International: +27 11 781 4235

- Support Hours: Monday to Friday 8:00 AM to 5 PM Local Time (Schedule may vary on holidays)
- Email : sasupport@MicroWorld.co.za



Definitions:

“Business Day” means normal working day in the time zone where a MicroWorld office is located.

“Customer” means the party identified as the purchasing organization to this Agreement with MicroWorld

“Documentation” means user and technical manuals provided by MicroWorld for use with the Software products

“Error” means an Error in the product, which degrades the product as defined by the Severity definitions, as compared to MicroWorld published functionality and performance specifications.

“Hardware” means a computing device and/or its component with a specific function and limited configuration ability.

“Information” means any idea, data, program, technical, business, or other intangible information, however conveyed.

“License Key” means code provided by MicroWorld, which activates the Software and enables the Software to operate.

“TSR” means Technical Support Representative of MicroWorld who is a certified technician to resolve eScan related issues.

“ETS” stands for eScan Technical Support.

“Problem Resolution” means the use of reasonable commercial efforts to resolve the reported problem. These methods may include (but are not limited to): configuration changes, patches that fix an issue, reinstalling the software and others.

“Respond” means addressing the initial request and taking ownership of the issue.

“Response Time” means the amount of time elapsed between the initial contact by Customer to eScan TSR and the returned response to Customer by MicroWorld support staff.

“Service Level Agreement (SLA)” means the Customer Service Level Agreement (SLA) that identifies the features and defines the processes involved with the delivery by MicroWorld of various support functions to Customer, as presented by this document.

“Site” means the physical location where product(s) are installed as specified by the Customer

“Software” means the object code version of the intangible information constituting one or more computer or apparatus programs and the informational content of such programs, together with any Documentation supplied in conjunction with, and supplementing such programs, the foregoing being provided to Customer by way of electronic transmission or by being fixed in media furnished to Customer.

“Support” means the technical Support services provided by MicroWorld directly to Customer as set forth in this Agreement.

“Workaround” means a change in the followed procedures or data to avoid error without substantially impairing use of the product.



MicroWorld Software Maintenance and Technical Support includes:

- Technical support by phone, e-mail, [remote access**](#) & online chat
- Definition Updates that ensure the MicroWorld products are kept up-to-date to tackle all known security threats
- Bug fixes
- Urgent maintenance releases through regular updates or patches
- Interim releases
- Documentation containing product documentation, wikipedia, release notes, troubleshooting guides and technical white papers about MicroWorld products, as releases become generally commercially available.
- MicroWorld's knowledge base has a repository of technical documents as well as tools covering everything from planning installation and upgrades, to understanding error messages and fixing specific known issues. Technical solutions, FAQ's, and troubleshooting documents written by MicroWorld engineers and technical staff are added daily. When a solution is identified to solve an issue, eScan TSR may share this solution with Customer via email or verbal communication.
- Product Forums, containing shared knowledge of MicroWorld products and solutions within an online community of customers, partners and employees, as well as news on MicroWorld products and technologies. Customers can view and post on the discussion threads in all Forums.

**** Remote Desktop Access Support**

In addition to providing technical support via phone, chat and email, MicroWorld's Technical Support team is also able to conduct 'remote access' support sessions. This enables the eScan's Technical Support Representatives (TSR) to access the customer's desktop to assist them to analyze, diagnose, resolve more difficult problems and/or provide system optimization functions. If the TSR analyzes that the problems faced are not due to MicroWorld's products, then they have the rights to terminate the remote access session & appropriate charges may apply for the service.

The process of joining a remote desktop support session is easy. The TSR will send you an email or give you instructions over chat or phone, on how to join the session. Simply follow the instructions to get started.

After a remote-session is complete, the customer can download the recorded session of the entire activity, for his review or backup, during a period of 30-days from the day of the remote-session.

Customers participating in a remote desktop support session agree to the following disclaimer:

Remote Desktop Access Support Disclaimer:

By accepting an invitation or agreeing with a eScan TSR over chat, phone or email to join a remote session of your computer, you accept responsibility for any changes made to the desktop content or system settings. MicroWorld does not assume and is not responsible for any liability for the linking and viewing of any desktop content, the operation of the remote access software or hardware performance. As such, MicroWorld recommends you remain at your desktop and observe the entirety of the remote session. The entire session is recorded for review or backup purposes and will be stored on the MicroWorld's server for a period of 30 days from the day of remote access. Your recorded sessions may be used for quality and training purposes. It is the end user's responsibility to turn off the remote access software at the end of the remote session to avoid any further access to the computer.



License Key

License Registration Process:

After eScan is purchased, a 30 character key is provided to the customer. This key that is received after purchase is termed as the "Standard Key" which is for temporary activation. The customer needs to add this Standard Key in the eScan Registration Window. After adding the key and the key is accepted, the user needs to activate the standard key. There are 3 ways of activation, i.e. Online, Fax and Email. The activation needs to be done within 30 days after the Standard Key is added. Online method is the fastest and easiest way to do the activation. When you do the online activation, it will automatically add a 51 character key code also termed as the "Activation Code".

License Key Activation is also possible via Fax method or via email.

Activations via "Email" and/or "Fax" methods may take up to 48 hours to process during normal business days. Such activations are not available over weekends starting Friday 5pm. - Monday 10 a.m. **The License Activation requests do not fall under any severity level.** If you are opting for the email method please ensure that the email is sent to register@mwti.net

The Fax method will output a FaxRegister.TXT file which can be printed and Faxed to your nearest MicroWorld office. The FaxRegister.TXT can also be saved and emailed to us at register@mwti.net

Software Releases:

New Release - are signified by a change in the integer part of the Version number (e.g. version 9.0.1.2 to version 10.0.1.2). These releases contain major features enhancements including new functions, technology, and performance enhancements.

Interim Release - Interim releases are signified by a change in the fourth digit of the Version number (e.g. version 10.0.1.2 to version 10.0.3.2). On an average interim releases are released every 3-4 months & mainly delivered to customers through an announcement on our website. This release contains all feature enhancements after the major new release. All the previous Maintenance releases are included in this release.

Maintenance Release - Updates *** and bug fixes are grouped together and accumulated in a patch file also termed as HOTFIX. It is signified by change to the build number following the software version number (version 10.0.1.2 to version 10.0.1.3) Hotfixes are mainly delivered to customers who have reported that they have encountered a problem due to MicroWorld's product. Maintenance releases are available to every one through MicroWorld's website by accessing the following link www.mwti.net/hotfix

For version 10.0.968.1 and above, the hotfix is available for a download through the eScan Protection Center.

*** "Updates" refers to patches to the MicroWorld's product, including, without limitation, bug fixes, error corrections and those interim releases, which MicroWorld makes available for licensees under paid for Maintenance and Support at no additional license fee other than handling charges if Customer does not accept electronic delivery via a download link provided by MicroWorld.

Prior Versions

MicroWorld recommends that you should upgrade to the new releases, as and when they are available on MicroWorld's website. MicroWorld supports the current release of its products and the previous release (with applied patches) of its software directly behind the current release. Releases are signified by changes in any of the digits in the version number.



MicroWorld Technical Support Representatives

MicroWorld's Technical Support Representatives (TSRs) respond to incoming calls, email and fax messages. TSRs are responsible for:

- Coordinating the resolution of the problem.
- Verifying any reported error, as well as obtaining additional information from Customer.
- Communicating to the Customer or Partner a resolution, or workaround, or supplying a bug fix, as appropriate.

Ticket ID

Each request that comes into the MicroWorld Support team by any medium (e.g. telephone, chat or e-mail) is logged and assigned a Ticket ID. This unique identifier enables the Customer/Partner and our Technical Support Representative (TSR) to track a problem until it is resolved. It's important to request and record this number for reference.

1. General terms

1.1. This Schedule describes the general principles, procedures and standards according to which End-User technical support for MicroWorld's (vendor) products is provided. It also defines the regulations covering the cooperation between the Partner and the Vendor for the provision of technical support.

1.2. Technical support is three-tiered:

1.2.1. First level technical support (ETS-L1) means:

- Recommendations, provided to the End-user regarding installation, key registration and usage of the Vendor's Products on standard configurations of popular operational, mail and other systems.
- Recommendations, provided to the End-User, regarding malicious programs, including infection characteristics, methods of the disinfection and others.
- Obtaining online support via Technical FAQ, Forums, Wikipedia which contains standard questions and solutions.
- Questions pertaining to first level support are included in the on-line support system (FAQ base) along with standard solution for them. First level technical support also includes any consultation, regarding the Products' documentation and on other official Vendor information resources.

1.2.2. Second level technical support (ETS-L2) means:

- Initial troubleshooting for issues which cannot be resolved with the help of first level support. For future reference all necessary information is forwarded to the Second level technical support.
- Recommendations regarding the installation, customization and usage of the Vendor's Products for the standard/non-standard configurations of the operational, mailing or other systems prior to these cases being added to the on-line support system (FAQ base).
- Solving of all Product related problems, which have been escalated from the first level support competence.



1.2.3. Third level technical support (ETS-L3) means:

- Involvement of the product development teams
- Resolving all product related issues which have been escalated from the first & second level support competence.

2. First level technical support (ETS-L1).

2.1. For direct vendor's customers, ETS-L1 is provided by the vendor. Otherwise, ETS-L1 is provided by a Partner**, who has signed the present Vendor agreement and who has at least one employee, certified by Vendor to provide ETS -L1 (Certified specialist).

The Certified specialist is the Partner employee, who was trained by Vendor for providing the first level technical support and has passed the Vendor's certification exams/tests successfully. In a situation where the partner cannot provide ETS-L1, the vendor will provide ETS-L1 through email, online chat, telephonic support as well as remote desktop access support, when deemed necessary.

2.2. Partner must notify the Vendor of its ETS-L1 telephone number and email address, within three days from the date of signing the present agreement.

2.3. ETS-L1 is rendered in two ways: from the Partner's office and on a client's site. ETS-L1 from the Partner office is provided via telephone, chat and email, indicated by the Partner.

2.4. Partner guarantees the presence in his office of at least one Certified specialist (or the possibility to contact the partner) during the Partner's business hours.

2.5. If the Partner is not capable of responding to the End-user's request (the issue is beyond ETS-L1 competence), the request is redirected to the Vendor's appointed e-mail address: support@mwti.net.

2.6. The Vendor guarantees 24x7 back-up first level support for all registered End-Users in English language. Support in other languages will be provided, if possible.

The Partner will notify all his End-users applying for technical support of the possibility of obtaining the ETS-L1 directly from the Vendor.

2.7. The Partner is recommended to register incoming requests in the following way:

- 2.7.1. Appoint an employee responsible for the gathering and processing End-Users requests statistics.
- 2.7.2. Develop an in-house form of End-Users' requests registration.
- 2.7.3. Send the processed request statistics to the Vendor at the beginning and in the middle of each month so the Vendor can be informed of End-Users requests particularities and to add them to the on-line support system (FAQ base).

3. Second level technical support (ETS-L2).

3.1. If the End-User's issue can not be solved by Vendor's / Partner's ETS-L1 (there is no related information in Product documentation and on-line support system), it should be forwarded to the Vendor to the appointed e-mail address (support@mwti.net) for Second level technical support (ETS-L2).

3.2. ETS-L2 means:

- Processing of Partner requests (by email, fax, chat and telephone) which cannot be solved by first level support



- o Processing of direct customers requests (by email, fax, chat and telephone) which cannot be solved by first level support
- o Directing of issues to the QA team for troubleshooting
- o Informing all parties involved about problem

3.3. If Corporate Product End-Users requests require ETS-L2, the Vendor's corresponding responsible account/support manager should be notified immediately by e-mail.

3.4. ETS-L2 Requests Categories:

Severity	Definition/Impact	Standard Response Time (Resolution time not included)
1	"Severity 1" means an error in MicroWorld Software Product that: (1) renders an End User's copy of the MicroWorld Software Product inoperative; or (2) causes the MicroWorld Software Product to fail catastrophically (system down condition) in the End User's environment.	Within 1 business day. These requests sent to the vendor must be marked as VERY URGENT.
2	"Severity 2" means a high impact error in the MicroWorld Software Product that materially restricts the use or performance of the MicroWorld Software Product by End Users. A problem which significantly impacts End Users' ability to perform tasks, the severity of which is significant and may be repetitive in nature and has an impact on the timely performance of tasks.	Within 2 business days
3	"Severity 3" means a, error in the MicroWorld Software Product that causes minor impact on the use of the MicroWorld Software Product..	Within 3 business days
4	"Severity 4" means a question about the MicroWorld Software Product use or implementation or a feature request.	Within 5 business days

Exceptions

- o Business days exclude all public holidays in USA, India and other MicroWorld office locations.
- o If the issues are reported in any language other than English, the Standard Response Time may vary (increase) even though the Severity Levels remain the same.
- o ETS-L2 Requests do NOT include virus signature updates or virus samples. Every care is taken to ensure that the virus signatures are updated within short intervals however "Severity 1" is not applicable to virus samples sent to MicroWorld.

Note: MicroWorld is only responsible for providing support for the failure of a MicroWorld product to materially conform to the functional specifications as set forth in the applicable product documentation. In such cases, if the Customer provides MicroWorld Support Center with all the necessary components to replicate the problem, MicroWorld may attempt to resolve the problem, If MicroWorld can replicate it on its own network or test computers.



For help in gathering information and testing problems that are prioritized as Severity 1 or Severity 2, MicroWorld requires a customer to be available onsite or by chat during the office hours of our support center, while resolving the problem.

A nonconformity is not considered an error if it results from (a) the MicroWorld product being combined or merged with any hardware or software not supported by MicroWorld; or (b) the error is caused by Customer's misuse or improper use of the MicroWorld product; or (c) if the error cannot be reproduced in an unmodified version of the MicroWorld product running on the applicable platform.

Information Customers/Partners Need When Calling Support

Before MicroWorld can begin work on any problem, information on the nature and location of the problem is required. Whenever an error report or call is placed to the MicroWorld Support Center, the following information should be provided:

- Customer/Partner identification number (if applicable)
- Company name (if applicable)
- Customer's License key
- The area code, phone number, fax number and email address
- The operating system (including version) on which MicroWorld's product is installed
- The MicroWorld product name and version number, build number and hotfix number that the call concerns
- The network configuration and version (if applicable)
- Platform: On which hardware platform did you find the problem?
- The types and versions of databases or software you are accessing
- Any program error messages associated with the problem (screen captures would be helpful)
- A detailed description of the problem
- Any steps you have taken in attempt to solve the problem
- Expected results: What the application should have done, were the problem not present

When you call Technical Support Center, you will be asked whether this is a new or ongoing call. If the call is ongoing, simply provide your Ticket ID.

For each new support call, a technical contact will be verified and Ticket ID assigned. The Ticket ID should be recorded and referenced in case you want to call back about the status of the problem. The TSR will ask you to provide input on prioritizing your ticket.

You may be connected directly to a TSR when you call MicroWorld Support Center. If your call cannot be routed to a TSR and is answered by a support coordinator, you will be asked to specify a call priority setting. A TSR will get back to you within the appropriate time frame based on your feedback. If the call cannot be routed to TSR or to the support coordinator, you will be routed to a voice mail. Please specify a call priority setting.

If you do not have a support agreement on the software for which you are calling, you will be directed to a product renewal sales representative.



Information Customers Need When Submitting a Problem via E-Mail or live chat over the Web

You can submit questions and support requests by e-mail or live chat or from through our website, if you choose to report your problem by e-mail or live chat instead, please include:

- Customer identification number (if applicable)
- The operating system (including version) on which MicroWorld's product is installed
- The MicroWorld product name and version number, build number and hotfix number that this call concerns
- Your network configuration and version, if applicable
- The types and versions of databases or software you are accessing
- Any program error messages associated with the problem (screen captures would be helpful)
- A detailed description of the problem
- Any steps you have taken in attempt to solve the problem

Problem Resolution

There are several ways a ticket may be resolved:

- The TSR is able to determine the cause of your problem, and explains the necessary steps to resolve the issue.
- The TSR is unable to determine the cause, and escalates the ticket to the next level until a solution is found.
- If the problem is determined to be a bug in the software product, the TSR will try to find a workaround. The ticket is closed, but the "bug" report stays open until the bug is fixed and tested.
- When a release is produced that fixes a bug that has been reported, you will be notified and given the opportunity to request that release.
- If the problem cannot be reproduced, it will be logged, and addressed when further information becomes available.

When a problem is reported, our objective is to find a satisfactory solution as soon as possible. The first step is to determine whether there are certain coding techniques or workarounds that meet your business requirement. A workaround provides a temporary solution to complete a task that would not otherwise be possible due to a problem or limitation in the software.

Once a resolution has been reached and approved, the ticket is closed. If you need to test the solution, the Ticket is given a "pending" status for five days. The call can be reopened if errors recur. If we do not hear from you within the five days, the ticket will be closed.

Software Bugs

If the issue that you are encountering is a bug in MicroWorld's product, MicroWorld Support records it. When a problem requires a software fix, it is normally delivered in an interim release. When a release is produced that fixes a bug that has been reported, you will be notified and given the opportunity to request that release.



The timing of the releases and the incorporation of particular fixes are solely at the discretion of MicroWorld. In cases where you require a fix as soon as the software has been built, you may be sent a version of the software that has not passed through MicroWorld's normal QA process. Under these circumstances, the Customer acknowledges and accepts that such versions are one off bug fixes for an individual customer and not a commercial release covered by MicroWorld's Software License Agreement. MicroWorld makes no guarantees of the overall quality of the such software and that this software is exempt from the representations and warranties provided in MicroWorld's End User License Agreement, reseller and/or other agreements, and using it is at the Customer own risk.

Reinstatement

In the event that the Annual Software Maintenance and Technical Support services lapse, have not been renewed or were never originally procured, a Reinstatement Fee may be required plus the annual renewal fee, calculated based on the current product prices in effect at the time of reinstatement.

4. Service quality.

4.1. Service quality standards for ETS-L1 and ETS-L2 are inline with the industry

4.2. To provide anti-virus protection while rendering ETS-L1 via e-mail, a fully-functional Product version will be installed on the Partner's network and updated daily. The Product versions to be installed and the number of computers involved in the Product installation are established at the Partner's / direct customers discretion.

4.3. If the Vendor receives the End-Users complaints regarding the Partner technical support quality, the Vendor will notify the Partner of these complaints and the stated reasons for them within 5 business days.

4.4. If the Partner is not satisfied with the Vendor ETS-L2 quality he will immediately notify the Vendor's corresponding account/channel manager

5. Escalation Process and Procedure.

5.1. Customer-initiated Escalation:

Under MicroWorld's Support plan, some work items (especially those associated with critical situations) may need to be expedited. When this becomes the case, Customer shall notify EScan TSR of the critical situation. If TSR determines that sufficient information has been provided by Customer and the escalation is accepted, MicroWorld will work with Customer on providing the appropriate solution. The escalation begins in accordance to MicroWorld standard business practices. Upon request, MicroWorld may provide an action plan to Customer that may include (but is not limited by): problem statement, next action items to resolve the issue and time estimates on these action items.

5.2. MicroWorld Internal Escalation Process:

When TSR determines an issue needs internal escalation, the issue receives a combination of increasing levels of engineering expertise and managerial attentions in accordance with MicroWorld standard business practice. Except for the case of a Customer-initiated Escalation in accordance with "Management Escalation" below, that issue need not be escalated to a higher managerial level until the Severity of the issue increases or progress toward resolution ceases or is unduly delayed.

5.3. Management Escalation:

If Customer feels that the issue is not moving forward in an appropriate time frame to closure, and/or an issue requires managerial attention, for immediate escalation, Customer can either request Technical Representative to connect the Customer to a Team Leader or contact the Team Leader of the Technical Representative handling the case directly. To contact a Team Leader directly, please email at escalations@mwti.net. Since every region has a respective Team Leader, it would be helpful if you specify



from which region you are contacting. Regardless of the total elapsed time of an outstanding Service Request, the point of escalation shall be initiated at the Technical Representative level, escalated to the Team Leader(s), followed by TSR Manager(s), the TSR General Managers(s), and the CTO.

6. SLA Activation:

The MicroWorld Software Maintenance and Service Level Agreement Policy is activated when the End-User accepts the EULA prior to installing the software. The SLA goes into effect as soon as the End User purchases paid subscription for the software product and registers the software product.