



Sawmill Premium Support Program

Thank you for your interest in Sawmill products and services. Premium support gives you assurance of rapid response times from Sawmill experts who will make sure you have a successful deployment and all of your issues will be resolved promptly.

The benefits for Premium Support are:

- Escalated Telephone Support
 - Premium Support customers will be given priority in the support queue.
 - Four business hours response time.
- Dedicated Email Address
 - Email address used by Premium Support customers, given priority over other customers.
- Free software updates
 - Free software updates, including major versions for active Premium Support customers.
- Dedicated Account Manager
 - A Dedicated Account Manager is available, providing a single point of contact for your support issues. This can help speed resolutions due to your Account Manager being familiar with your specific environment and needs.
- Off Hours Support, (pre arranged)
- No additional fees
 - No other licensing fees are necessary for updating.

Sawmill Premium Support Program Policy for Sawmill Products

1.0 DEFINITIONS

- 1.1 "Customer" shall mean the end user person(s) or entity properly licensed to use the Licensed Software.
- 1.2 "Documentation" shall mean a functional description of the Licensed Software, directions for installation, and any other explanatory material provided by Flowerfire or its affiliated subsidiary/ies, that are necessary for a Customer to perform the functions of the Licensed Software.
- 1.3 "Licensed Software" shall mean the Sawmill software products licensed by Customer.
- 1.4 "Normal Support" shall mean provision of support by a Sawmill Technical Services Engineer and appropriate engineering resources to provide Fixes and error correction during the life cycle of the Licensed Software.
- 1.5 "Patches and Bug Fixes" or "Fix" shall mean any change made by Flowerfire to the Licensed Software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and workarounds that establishes or restores substantial conformity with the applicable published Documentation delivered as part of the Licensed Software.
- 1.6 "Problem" shall mean an instance where Licensed Software does not substantially conform to the published Documentation delivered as part of the Licensed Software.
- 1.7 "Release" shall mean the addition by Flowerfire of a previously not included function or feature to the Licensed Software (designated sequentially by Flowerfire as "Release 1.1", "Release 1.2", etc.).
- 1.8 "Flowerfire" means the Flowerfire company, licensing the Licensed Software to Customer.
- 1.9 "Version" shall mean the addition by Flowerfire of a function or feature of the Licensed Software, or any change made by Flowerfire to the Licensed Software, including all Patches and Bug Fixes made to the Licensed Software since the last Version (designated sequentially by Flowerfire as "Version 1.0", "Version 2.0", etc.).
- 1.10 "Update" shall mean any change to the Licensed Software, Documentation or a component thereof that incorporates Fixes since the last version.
- 1.11 "Workaround" shall mean a temporary resolution to Customer's Problem.

2.0 TERMS OF SUPPORT

- 2.1 Flowerfire will support a Version of the Licensed Software for an unlimited period for Premium Support customers. Those customers need to be active, with all fees current.
- 2.2 Technical support is limited to supporting solutions that are approved and certified components by Flowerfire. These components include, but may not be limited to: hardware, operating system levels, devices, device drivers, and applications.

3.0 SUPPORT OBLIGATIONS

- 3.1 Sawmill Technical Services Support staff will log and track all Customer assistance requests and responses as follows:
 - 3.1.a Initial premium calls will be answered by a higher-level support person, level 2 and above.
 - 3.1.b Customer may be requested to be available for Problem resolution activities. Customer shall provide all information required by Flowerfire to reproduce and/or resolve a Problem (including, without limitation, log files, collecting configuration information, capturing error messages, Releases or Versions). Flowerfire Technical Services will log and track all Customer assistance requests and responses in its database. Customer may contact Flowerfire Technical Services to track the progress of their Case at any time.

4.0 REINSTATEMENT FEES

If Customer has allowed its support to lapse and, in the interim, a chargeable upgrade to the Licensed Software has been released, then Customer must purchase a license for that chargeable upgrade and will have the option to purchase a new support agreement. If a chargeable upgrade to the Licensed Software has not been made available, and Customer renews support, the support agreement renewal will be retroactive to the expiration date of the Customer's previous support agreement.

5.0 CONTACTING TECHNICAL SERVICES

Contact information for Flowerfire Premium Support may be accessed at: support@sawmill.net.

6.0 CONTACTING FLOWERFIRE

Please mail purchase orders to: Flowerfire, Inc. 340 Soquel Ave, Suite 207, Santa Cruz, CA, 95062, USA.

Attention can be to Isaac Dwyer. Flowerfire, Inc. 340 Soquel Ave, Suite 207, Santa Cruz, CA, 95062, USA.