

Types of Support Provided

Customer support needs vary substantially from case to case. The type of support offered for a given case can include answering questions about the operation of the software, troubleshooting, receipt and tracking of product defect and enhancement information, and administrative and technical support with the Knowledge Base, Download site, and other electronic systems made available as part of the Kinetic Support service.

Kinetic Support services do not include services that Kinetic Networks (Kinetic) offers to customers as consulting or education services. These services may include, but are not limited to requirements analysis; system design; data model design and development; ETL program design and development; reporting application design and development; unit, system integration, performance, scalability and stress testing; and system maintenance activities.

Named Support Contacts

Kinetic will not provide support services to a customer of Kinetic's software products without an active support contract between the customer and Kinetic. This policy helps to improve quality of service and control cost, both to the benefit of paying Kinetic Support customers.

Each Kinetic Support customer is required to furnish a list of support contacts, for the purpose of identifying the customer's Named Support Contacts. This list helps both us and our customers by ensuring continuance of communications for each case, as well as an increase in shared knowledge between each customer and the support team. Please refer to the Kinetic Support service offerings for details about the number of Named Support Contacts included with each offering.

Kinetic also requests that each customer identify a Primary Contact, so that we may contact that individual in the event that one of the other Named Support Contacts becomes unavailable after opening a case. It is the customer's responsibility to keep contact information for all Named Support Contacts up to date. Kinetic cannot accept responsibility for a failure to respond to a new support case in a timely fashion if the contact information provided by the customer to Kinetic for the Named Support Contact is inaccurate.

New support cases will only be accepted from Named Support Contacts. Follow-up communications may include additional representatives from the Customer at the sole discretion of Kinetic, and subject to the terms of the Kinetic Support contract.

A customer may request to change a Named Support Contact at any time. However, please be aware that the change process may take up to 5 business days to complete.

Support Availability

New support cases for Community and Standard Kinetic Support customers are permitted via the Support Forum. Standard Kinetic Support customers are also permitted to open new cases via e-mail or web. In addition, the Kinetic Download site and online Knowledge Base are available to these customers. While these electronic channels are typically available at any hour of the day, and we will strive to notify customers in advance of any planned outage, Kinetic reserves the right to shut down any such electronic service at any time without prior notice.

New support cases may be opened electronically according to the Kinetic Support contract terms and subject to system availability as noted above. However, the initial response to each newly-opened case is subject to the time-to-response terms and guidelines as specified in the Kinetic Support contract. The contract specifies the effective time zone for business hours for that customer, from the time zones offered by Kinetic Support. These include: 9 a.m. through 6 p.m., in United States Eastern, Central, Mountain, or Pacific time with daylight savings time changes in effect as appropriate.

Kinetic technical support is unavailable for business on specific days each year due to its observance of certain holidays. The dates for these holidays are posted on the website at <http://www.kineticnetworks.com/support/supportschedule.shtml> at the beginning of each year.

Kinetic Support contact information:

- KETL Forum & Downloads : <http://sourceforge.net/projects/ketl>
- Contact Us: <http://www.kineticnetworks.com/company/contact.shtml>
- Support Issue Management Site: <https://support.kineticnetworks.com/>

Product Support Expiration

It is neither feasible nor beneficial for Kinetic to provide support for every historic version of every product. For this reason, it is necessary for Kinetic to reserve the right to expire support for a given version when a sufficient number of subsequent versions have been released, and a sufficient amount of time has passed. We recognize, however, that upgrading production environments may cause undesirable downtime during the upgrade, and additional maintenance work for the customer. Balancing these two forces, Kinetic has developed an expiration policy that we have found to be acceptable to our customers, while being manageable for Kinetic. This expiration policy is as follows:

With Standard support, each minor version is supported for up to six months after two minor upgrades have been released. For example, a customer installing version 2.0.1 can rest assured that the software will continue to be supported until six months after the release of version 2.2.0.

With Premium support, each version is supported for up to twelve months after one major upgrade has been released. For example, a customer installing version 2.2.0 can receive support until 12 months after the release of version 3.0.0.

Product Upgrade Support

Kinetic Support includes support for newer versions of Kinetic software products (product upgrades) released by Kinetic for customer use. Kinetic will only support a version of its software:

1. for which a customer has a valid license and a support contract for the supported product,
2. that has been released by Kinetic to the customer for use, AND
3. for which product support has not expired

Kinetic will not support any software for which a customer does not have a valid and in-effect license for use. Open Source Kinetic software products include a license for use in the installation process for the software. Licenses for Commercial Kinetic software products are available for a fee.

Kinetic will not support any software that is an Alpha, Beta, or Patch, unless the customer using said software has received an official notice of support from Kinetic. For customers who are Alpha or Beta release testing participants, this official notice of support may be included as part of the participation

agreement. For customers who are using a Patch release at the recommendation of Kinetic, the official notice is provided by that recommendation. Customers who acquire versions of either Open Source or Commercial Kinetic products that have not been released by Kinetic for general use and who have not received an official notice of support from Kinetic will not receive support for said versions.

Third Party Software Products

Kinetic software products interact with several third-party software and hardware products as part of a complete system. These other products include, but are not limited to firewalls, routers, computer hardware, operating systems, database servers, file servers, web servers, java runtime environments, and application servers. Kinetic Support offers deployment assistance to customers to help integrate Kinetic products with these technologies, but it remains the responsibility of the customer to ensure that third party products are properly configured. Kinetic cannot maintain current knowledge on all possible third party products, and therefore recommends that customers ensure proper configuration of third party products first, before contacting Kinetic for support.

Support for Product Customizations

Kinetic Support does not offer support for features which have been customized in a customer's environment. Such customization includes any change to the source code of a software product, or introduction of a custom module to a software product configuration. Kinetic Support does not offer support for the development or integration for customizations, for which Kinetic offers consulting services.

Past Due Invoices

Support services for customers with past due invoices will be discontinued, until such time as outstanding invoices have been paid. Work on cases opened prior to the discontinuation will be put on hold during any period of discontinuation.

Changes to This Policy

The Kinetic Support policy is subject to change at Kinetic's sole discretion and without prior notice. Notice of future changes will be posted to this web site on or prior to the date on which those changes take effect.

The Kinetic Support Policy is subject to change based on the rules established by and described within the policy.

Questions or Comments?

If you have any questions or comments regarding any information contained in this policy, please contact us at:

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