



MeetingBooster®

PROFESSIONAL MEETING MANAGEMENT SOFTWARE



MeetingBooster Enterprise Maintenance and Support

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MeetingBooster Enterprise Maintenance and Support

MatchWare is continuously improving the development of MeetingBooster (the Service) and our goal is to provide a solution that exceeds expectations.

MeetingBooster Support Levels

MeetingBooster support is divided into the following levels:

Level 1 Support	Level 2 Support	Level 3 Support
Online support with ticket system (24-48 hour response time)	Installation and configuration * Support such as but not limited to: <ul style="list-style-type: none">- Active Directory configuration- Full or Partial On-Premises installation- Advanced Functional/User Operation Support- Addition, deletion or importing of extra users- Configuration of user permissions and security roles- Support for backup of MB database- Providing environment configuration instructions for MeetingBooster- Additional setup assistance on any other part of MeetingBooster	Solving escalated support issues
FAQ Support	Assigned Support Account Managers (SAM)	Customization *
On-demand training videos	9 to 5 Phone Support to SAM	Feature Development *
On-demand training webinars	Escalated support issues	Engineers as single point of contact *

* Charges apply

Level 1 Support

Support under Level 1 is included as a part of the MeetingBooster subscription, and consists of:

- Online support with ticket system
- FAQ Support
- On-demand training videos
- On-demand training webinars

Online support with ticket system

The subscription includes unlimited online support by means of posting through MatchWare's Ticket system to senior technical staff. MatchWare will work diligently to address and try to resolve any support questions within 24-48 hours. MatchWare will use its best efforts to recreate and resolve defects with respect to the Service. However, the Subscriber might be asked to validate their issues in an isolated environment in order to proceed with a resolution.

NB: The above does **not** include installation and configuration support nor escalated issues.

FAQ Support

24 hour access to the Knowledge Base and FAQ system is available to all users. This contains answers to frequently asked questions about MeetingBooster. The FAQ can be found at:

<http://faq.matchware.com/en/> and is where a user can also submit questions by sending tickets.

On-Demand Training Videos

The MeetingBooster video library consists of on-demand training videos that cover the most widely used features of MeetingBooster. Each user has access to the training video library either via MeetingBooster's Help menu or via a dedicated link: <http://www.meetingbooster.com/tutorial-videos.php>

On-Demand Training Webinars

We hold training webinars regularly for new users where we teach the basics of using MeetingBooster.

Level 2 Support

Support under Level 2 is charged on an hourly basis (except for escalated support issues), and MatchWare offers various support packages for purchase. Level 2 support includes the following:

- Installation and configuration support
- Assigned Support Account Managers (SAM)

- 9 to 5 Phone Support to SAM
- Escalated support issues

Installation and configuration support

MatchWare will provide assistance with the installation and configuration of the Service. This includes but is not limited to: Active Directory configuration, Full or Partial On-Premises installation, Advanced Functional/User Operation Support, Addition, deletion or importing of extra users, Configuration of user permissions and security roles, Support for backup of MB database, Providing environment configuration instructions for MeetingBooster, Additional setup assistance on any other part of MeetingBooster.

Assigned Support Account Managers (SAM)

For Enterprise Site License Subscription customers, MatchWare will provide 2 dedicated Support Account Managers that can be reached by phone or email by respective customer's specified IT help desk contacts. The SAM will deliver post-sales support and solutions to the MeetingBooster customer base while serving as an advocate for customer needs. This involves resolving post-sales non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Services.

Please note that operational and instructional phone support is not included.

Phone Support

Phone support for initial installation and configuration advice can be obtained at these offices during normal business hours, as indicated below.

- a) Support is available in English, French, German and Danish.
 - a. **MatchWare US:** 1-800-880-2810, 9am to 6pm EST
 - b. **MatchWare UK:** +44 208 940 9700, 9am to 6pm GMT
 - c. **MatchWare France:** (0)810000172, 9am to 6pm GMT+1
 - d. **MatchWare Germany:** 040 543764, 9am to 6pm GMT+1
 - e. **MatchWare Denmark:** +4586208820, 9am to 5pm GMT+1
- b) Business hours and languages supported are subject to change by MatchWare at any given time as long as the support level is not reduced. For the avoidance of doubt, phone support does not cover operation inquiries with respect to the Service. MatchWare shall be entitled to invoice Subscriber for any telephone support requested by Subscriber beyond the level indicated above at MatchWare's then current hourly rate, provided that the parties agree on and sign a statement of work.

Escalated Support Issues

Once an escalation request has been made, the appropriate Regional Escalation Manager will evaluate the situation and determine the appropriate resources to assign and/or process correction to make.

Examples of escalated support issues:

- Configuration with third party software (e.g. Active Directory) which requires a detailed technical analysis and further investigation in order to resolve support issue
- Plug-in support requiring further troubleshooting

Level 3 Support

Support under Level 3 is charged on an hourly basis (except for escalated support issues), and MatchWare offers various support packages for purchase. Level 3 support includes the following:

- Solving escalated support issues
- Customization
- Feature Development
- Engineers as single point of contact

Solving escalated support issues

Once an escalation request has been made, the appropriate Support Manager will evaluate the situation and determine the appropriate resources to assign and/or process correction to make. An Escalation Engineer specializing in the type of situation being experienced will be assigned as the primary point of contact for the issue and will coordinate with all parties involved to ensure an expedited resolution.

Customization

MatchWare can within reason provide certain customization of the Service as it relates to the Subscriber's company structure and branding. Examples of customization could be the formatting and styling of Agenda's, Minutes, and Templates, as well as including the Subscriber's company logo in the interface.

MatchWare reserves the right to decline customization.

Feature Development

MatchWare offers the development of new features for customers, which are divided into two categories:

1. Development of features already on the feature list which get escalated on clients behalf
2. Specific development and integration relevant for client only

MatchWare may decline any development that may derail the progress or direction of future MeetingBooster development, by MatchWare's sole discretion.

MatchWare reserves all rights to any features developed, including but not limited to, intellectual property rights, copyrights and trademarks.

MatchWare reserves the right to include any developed features in the Service and make it available to other Subscribers.

Engineers as single point of contact

For custom feature development, MatchWare provides Engineers as a single point of contact. Fees apply and rates will be based upon work performed.

Disclaimers

Exceptions

MatchWare shall not be responsible for any operating breakdown or secondary losses as a consequence of a request for Support Services, errors in the Service and/or equivalent assistance.

Training

MatchWare reserves the right to recommend a training course or Additional Services if the support requested by Subscriber takes the form of general training. MatchWare similarly reserves the right to send the Subscriber specific instructions to follow, which the Subscriber must attempt to implement in order to solve the current problem, instead of providing long periods of telephone support.

Termination

MatchWare reserves the right to limit or terminate the Subscription Support Services to a Subscriber who uses the online support or phone support in an abusive or excessive manner.