



MasterMine Annual Maintenance & Technical Support Coverage

MasterMine's Annual Maintenance program provides two types of protection for users current on maintenance.

1. Software upgrades at no additional charge.

Maintenance holders are entitled to the currently in-release version of the covered software and a working license that pairs with one license of the "principal" software (i.e. GoldMine or QuoteWerks). Both the MasterMine and principal software licenses may be multi-seat licenses assigned to a specific company.

At the request of an authorized representative of the licensed party, MasterMine will generate replacement licenses for the exact number and type of previously licensed seats in the event that a new version release by MasterMine or the principal software necessitates a license update. All users associated with the licensed party must immediately cease usage of any licenses previously provided by MasterMine.

At its request, the using party may reduce the number of its MasterMine seats at the time of this licensing, for instance for the purpose of reducing maintenance costs, and would permanently lose the right to the full number of previously purchased license seats.

2. Technical Support at no additional charge.

For covered licensees, MasterMine provides online or telephone support without additional charge and without decrementing pre-paid support units in the event that an issue in the product or its installer results in a failure to perform according to specifications. "Technical support" in this context consists of remotely troubleshooting and remediating issues arising from defects in MasterMine's installed components, including application files, libraries, metadata and templates.

MasterMine's free support obligation is limited to the performance of the MasterMine product according to specifications, and its interactions with the environment in which it is installed. Reasonable assistance and cooperation of the user's technical staff including performing updates to current related software such as Windows, Excel, GoldMine, QuoteWerks and others, as well as providing remote access to the affected environments, may be required by MasterMine as a prerequisite to troubleshooting.

Free technical support does NOT apply to customized reports or procedures initiated under paid support or provided free of charge by MasterMine. Troubleshooting of such reports is considered a continuation of the customization or consulting process and is billable under the same conditions. Tech support does not apply to previously working reports rendered inoperable by changes to the environment or source data beyond MasterMine's control.

Covered issues are typically marked by the appearance of unexpected error messages (not user warnings), the failure of a report to return data known to be present, or a failure of related software to perform as expected due to a defect traceable to the MasterMine application. If any of these conditions occurs, MasterMine provides at least an initial "triage" session without charge to determine the nature of the issue and whether it is covered under maintenance.

If it is determined that the issue is covered under maintenance, or coverage cannot yet be determined, the technician will initiate troubleshooting on an unpaid basis. They may remediate the issue in the course of troubleshooting, or provide an estimated timeframe within which a "fix" will be provided. In some rare cases, the "fix" may be delayed until the release of a new build or version of the product.



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If it is determined that the issue is not covered under maintenance, the licensee is given a choice of whether to proceed with remediation under paid support, in most cases prior to incurring any cost. (See "Borderline cases" below.)

In the case of multiple users within a licensed organization, the licensed party is expected to provide reasonable internal support procedures so that known issues and user errors can be managed without resort to MasterMine's online support, whether paid or free under maintenance. MasterMine assumes that any user who calls in for support under maintenance is authorized to commit to the use of paid support in the event that it is required to resolve the issue.

Installation coverage

MasterMine typically provides free remote initial installation of its products on a single workstation or terminal server. MasterMine also provides limited "advisory" support for secondary installations in support of user's internal tech support resources. In the event that the provided environment is deemed deficient, MasterMine may require the provision of a more suitable or functional environment by the user.

If MasterMine has previously installed the software and tested it successfully on a workstation or terminal server, and that installation subsequently fails to perform due to changes in the environment within which that workstation or terminal server operates, MasterMine is not obligated to provide free troubleshooting of the environment itself, but may provide limited free or paid troubleshooting at its discretion.

User Error and Data Induced Errors

In the ordinary course of using the product, reports may occasionally display unexpected results due to user selections, filtering, or incorrectly selected templates or illogically modified queries. Misinterpretation of report information by the user is not a "failure" of MasterMine and, if it is not immediately handled without charge in the triaging process, the licensee may be asked to switch to paid support by the technician, in the same call or a later one, for further handling of the issue.

Errors in Excel may also occur, for example in refreshing queries which rely upon the presence of certain custom data or fields in the database. In many cases the "error" results from the unexpected appearance or disappearance of data or fields from the target database in the ordinary functioning of the principal product, and is not attributable to MasterMine "failure".

In both of these cases, MasterMine may troubleshoot and, if the issues are determined to be caused by user error, training deficits, or database or environmental changes or issues, further troubleshooting and remediation from that point may incur support charges.

Borderline cases

In rare cases, it may be determined after considerable troubleshooting time that an issue or error is not caused by a MasterMine "failure" and instead has a cause that would have been billable had the true nature of the issue been known earlier. In such a case, the user would be informed of the possible "billable" nature of the activity as early as possible, and would be given the clearest possible accounting of the time already spent and the option to cease troubleshooting if it is not yet complete. MasterMine may request to negotiate a mutually agreeable "retroactive billing" in such cases, but in any case will not apply charges without the consent of the licensee.



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Paid Reporting and Data Management Support

MasterMine provides customized reporting and data management consulting and support under a paid support option. Paid support typically covers, but is not limited to:

- Generation of reports at the behest of the user, defined according to user specifications
- Manipulation of supporting data in the principal application or its database
- Consulting on strategies and tactics for achieving desired reporting or data management results via usage of MasterMine or the principal product or other related software
- Any work MasterMine performs on behalf of the using party in continuation of one of the above listed activities such as adjustments or troubleshooting of customized reports.

At any time, licensees who use pre-paid support packages may request an accounting of the usage of support units used to that point.