
Product Support & Maintenance Policy



Cornerstone
information systems

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Technology And People To Power Results

Product Support & Maintenance Policy

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Product Support & Maintenance Policy

The Cornerstone Information Systems product support & maintenance policy affords robust business day support to ensure you can get assistance when you need it and in the method you prefer. To meet your needs outside Cornerstone business hours we have our 24-hour call center available to reach Cornerstone experts in any emergency.

Plan Maintenance and Plan Support

As a Cornerstone customer on a license agreement for service and maintenance plan, you are eligible to receive technical support including general guidance on usage, problem identification and diagnosis, all patches and maintenance releases for the product, including any emergency patches that may be developed. In addition, you can keep pace with the latest improvements of the products by downloading all current released updates to the products you initially purchased.

To provide the best level of support, we request that you run the latest incremental release or the one immediately preceding it. Incremental releases have been tested internally and externally before being posted for general customer implementation. Documentation updates are also provided via our website as they are compiled. Incremental patches are periodically made available and can be downloaded with the customer assuming the risk of implementing non-certified releases.

Standard support plans for some product platforms do not include software version upgrades, in which case software updates are available through chargeable one-time version upgrade programs. Please contact the Cornerstone sales department for more product information.

Any technical support work effort performed by Cornerstone on customer's behalf but not included in Plan Support constitutes billable professional services from Cornerstone to the customer.

Please refer to your Cornerstone license agreement for full details of your Plan Support and Plan Maintenance coverage options.

Complete Self-Service

Cornerstone Information Systems provides a complete self-service website. Please visit our web site and click on the support tab. Here you can connect to our online tools around the clock to obtain a wide range of information about our products and services. You will find support information including troubleshooting help and management of the issues you have logged with Cornerstone Technical Support. You will be able to access the same tools used by our technical support engineers, ensuring you always have the best information available on Cornerstone Information Systems products.

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Responsive Personal Support

During Normal Business Hours

Technical support engineers are available Monday - Friday 8AM to 8PM, Eastern Time (except for US public holidays) by calling either (888) 778-0897 or (812) 330-4361 and selecting option 3

You may also send e-mail to support@ciswired.com and that e-mail will be automatically read and entered as an incident into our technical support incident tracking system and all support engineers will be notified upon the creation of the incident.

Our technical support engineers will be monitoring the self-service website and responding to incidents throughout the Cornerstone business day.

During Non-Business Hours

The Cornerstone knowledgebase is available via the Internet 7 days a week, 24 hours a day. You can find online solutions to your questions or submit a request for personal assistance. This request will be responded to at the beginning of the next Cornerstone business day by one of our technical support engineers.

You may also call the Cornerstone support line at either (888) 778-0897 or (812) 330-4361 (option 3) and leave a telephone message with our after-hours call center. Please include a telephone number where we may contact you (if necessary), along with details of your problem, and we will respond to you at the beginning of the next Cornerstone business day.

Should the reported situation constitute an emergency, the call center will immediately escalate to Cornerstone on-call staff for resolution as quickly as possible. If you feel your situation is an emergency please call our technical support number for assistance.

Cornerstone Product Privacy and Security

For your security, if you choose, you can designate up to two technical contacts at your site that are authorized to contact Cornerstone technical support and request changes to the operations of your systems. All changes will need to be authorized by these contacts so you know your application is secure. Cornerstone also has internal security procedures in place to minimize any and all threats to data warehouse environments, application development environments, hosted applications (SaaS) and implementations of all Cornerstone products.

Scheduled and Unscheduled Systems Maintenance (SaaS Applications)

Cornerstone Information Systems is very cognizant of the importance to our customers the services and applications we provide and the need to have these services available 24/7/365. We are also dedicated to maintaining a very efficient and updated IT infrastructure environment therefore we set aside time for growth and maintenance of our systems. Cornerstone has scheduled one (1) maintenance day per calendar quarter to perform our upgrades and maintenance tasks. We reserve the option to schedule emergency procedures should such an emergency arise. We always do our best to perform any scheduled or unscheduled maintenance such that we minimize the effect to our services and application availability.

Cornerstone will send affected customers notifications of scheduled maintenance at minimum 72 hours prior to our scheduled outage. A reminder notice will be delivered to customers 24-48 hours prior to our scheduled outage. Should the outage extend beyond the scheduled time-period Cornerstone will send hourly updates to those customers affected until the systems are fully operational. For short-notice unscheduled maintenance, Cornerstone will notify all affected customers immediately at the time the decision is made on the date and time for the work to occur is identified. As much advanced notice and planning is considered in our decision to perform the required unscheduled maintenance to minimize the effect of our applications being unavailable.

Unscheduled system outages always receive the highest priority and are immediately escalated to executive management attention. Notifications will be delivered to customers as quickly as possible with as much information on the reason for the outage and the expected length of time to resolution. If, after one (1) hour, the reported systems are still down the Network and Data Center Operations Director will communicate with the Cornerstone executive management team to discuss the situation and procedures for resolution. Status updates to our affected customers will occur via email and/or telephone after this time period and will occur every one (1) hour until resolution.

Business Process Support

The power and flexibility of writing business process logic for information processing is extremely important in today's quickly changing travel industry environment. The adaptability of our customers to change with the times is enhanced by the opportunity to modify rules to meet the unique situations faced within your business.

The procedures Cornerstone follows for support of business process logic do not follow the same guidelines as other supported software application incidents. Business process support is NOT covered in the standard Cornerstone license agreement for service and maintenance. Business process support and analysis can be acquired by contracting with the Cornerstone Delivery Services group either on a case-by-case basis or by contracting an entire project. Please contact the Cornerstone Sales department for more information.

Cornerstone will be glad to use the knowledge and expertise we have accumulated to assist our customers in writing and applying customers own business logic processes. Cornerstone offers a variety of training options for customers to become knowledgeable in writing their own rules of logic so as to minimize the cost involved when assistance is needed to achieve a solution.

We recommend that you initiate incidents for any of your Cornerstone issues using one of the methods below:

- Initiate the incident by visiting our on-line website at <http://www.ciswired.com/knowledgebase> and using the personal assistance that is offered through the knowledgebase
- Send an e-mail to support@ciswired.com to open a technical support incident
- Contact Cornerstone technical support via telephone at either (888) 778-0897 or (812) 330-4361 (option 3)

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Enhancement Recommendations

Cornerstone Information Systems places tremendous value on the expert knowledge that is available within our customer base. Without each customer's active involvement in the software application, our products would not have progressed to become the Mid-Office, GDS analysis and Web Services products we have today. Because of this vast knowledge, Cornerstone invites submission of ideas for enhancements that will continue to make our products better and more productive for our customers. These requests can be made in the same manner that technical support incidents are reported and will be prioritized for inclusion in future product releases. The development priority is defined based on feasibility, benefit and impact as our criteria for initiating programming changes. Not all submitted requests for development will be accepted for inclusion in a future product release.

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- Initiate the incident by visiting our on-line website at <http://www.ciswired.com/knowledgebase> and using the personal assistance that is offered through the knowledgebase
- Send an e-mail to <mailto:support@ciswired.com> to open a technical support incident
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Development priorities are assigned by a Cornerstone management team and are subject to change based on resource availability and product strategy. Security issues and installation projects will be given the highest priority possible based on circumstances at the time of occurrence. Not all submitted requests for development will be accepted for inclusion in a future product release.

Billable Services and Rates

Cornerstone Information Systems has accumulated expert knowledge in dealing with numerous information technology issues that sometimes fall outside the realm of contracted technical support. Please refer to your Cornerstone license agreement for full details of your Plan Support and Plan Maintenance coverage options. System problems that are diagnosed with fault outside the Cornerstone product specifications may result in additional charges upon resolution.

Situations such as GDS connectivity, network functionality, hardware installations and upgrades, and software re-installations where Cornerstone support staff assist fall outside normal service and maintenance coverage and are considered a cost item.

If you are interested in having Cornerstone certified technology specialists' work on problems with you in other areas (database, email, network, GDS connectivity, firewalls, routers, VPN, etc.) we would be happy to provide service and support in these areas. Our out of scope service and support rates can be discussed with the Cornerstone Sales team on a case-by-case basis. Cornerstone Information Systems is proud to provide quality certified engineers to serve the needs of our customers.