Product Support & Maintenance Policy

Cornerstone Information Systems
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Technology And People To Power Results

Contents

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. 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. 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.

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

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.

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.

Complete Self-Service

Cornerstone Information Systems provides a complete self-service website. Point your Internet browser to http://www.ciswired.com and 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.

Responsive Personal Support

During Normal Business Hours

Technical support engineers are available Monday - Friday 8AM to 8PM, Eastern Time US (except for USA public holidays) by calling either +1 (888) 778 0897 (USA) or +1 812 330 4361 (USA – choose option #3 for support) or +44 20 8099 7960 (UK) and selecting the appropriate option.
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 case management 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 +1 888 778 0897 (USA) or +1 812 330 4361 (USA – choose option #3 for support) or +44 20 8099 7960 (UK) and leave a telephone message with our after-hours call center (option #1). 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.

Severity Definitions and Response Times

Based on information that our customers provide to our technical support engineers, Cornerstone will define the severity of operational incidents in the following manner:

S1: System Down
Total system/software failure resulting in no functionality to specifications with immediate business impact through no fault of the user. The system is not processing any data records, producing any web reports,

delivering any documents, and is completely disabled. If you are unable to reach a technical support engineer by phone immediately, Cornerstone will respond to your voice mail or email within one (1) business hour from the time reported for S1: System Down issues. The Cornerstone standard for resolution of a S1: System Down incident is within four (4) business hours.

S2: Critical

Critical system components have failed to perform to specifications and the product is impaired with some business impact through no fault of the user. These include intermittent problems while properly processing data records, producing web reports, or delivering documents. Cornerstone will respond to your request for assistance within four (4) business hours from the time reported for S2: Critical issues. The Cornerstone standard for resolution of a S2: Critical incident is within two (2) business days.

S3: Minimal

Failure of non-critical tasks to perform to specifications with minimal business impact. These include issues that cause productivity to be inefficient or where a work-around is presented to an issue that does not disable the system from properly processing data records, producing web reports, or delivering documents. Cornerstone will respond to your request for assistance within one (1) business day from the time reported for S3: Minimal rated issues. The Cornerstone standard for resolution of a S3: Minimal incident is within fifteen (15) business days.

S4: Low

Primarily an inconvenience that causes little or no business impact. These include issues that need to be addressed but do not disable the system from properly processing data records, producing web reports, or delivering documents. Cornerstone will respond to your request for assistance within one (1) business day from the time reported for S4: Low rated issues. The Cornerstone standard for resolution of a S1: Low incident is within forty-five (45) business days.

> Please keep in mind that these response times are applicable during normal Cornerstone business hours, Monday through Friday, except for holidays.

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 and submitting an incident through "Client Resources", and "Submit a Question". If you do not have a login, please call or email support as noted below to obtain credentials.
- Send an e-mail to mailto: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)

Escalation Policy

S1: System Down

The Cornerstone online technical support incident tracking system automatically notifies all technical support engineers and the Director of Support Services when a S1: System Down incident is entered into the system.

If, after four (4) hours, the reported systems are still down the Director of Support Services 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.

Any S1: System Down incident that is not resolved in less than four (4) hours will be escalated automatically to the Chief Operating Officer (COO). If any S1: System Down incident is not resolved to your satisfaction in less than twelve (12) hours the Chief Executive Officer (CEO) of Cornerstone Information Systems will be notified of the situation and will remain involved until final resolution.

S2: Critical Business Impact

The Cornerstone online technical support incident tracking system automatically notifies all technical support engineers and the Director of Support Services when a S2: Critical incident is entered into the system.

If, after twenty-four (24) hours, you are not satisfied with the progress made by Cornerstone's technical support representative you may call either (888) 778-0897 or (812) 330-4361 (option 3) and request to speak directly with the Director of Support Services.

Any S2: Critical incident that is not resolved in less than twenty-four (24) hours will be escalated automatically to the Chief Operating Officer (COO). Status updates will be communicated with the affected customers every eight (8) hours until resolution. If any S2: Critical incident is not resolved to your satisfaction in less than seventy-two (72) hours the Chief Executive Officer (CEO) of Cornerstone Information Systems will be notified of the situation and will remain involved until resolution.

S3: Minimal Business Impact

The Cornerstone online technical support incident tracking system automatically notifies all technical support engineers when a S3: Minimal incident is entered into the system.

If, after fifteen (15) days, you are not satisfied with the progress made by Cornerstone's technical support representative you may call either (888) 778-0897 or (812) 330-4361 (option 3) and request to speak directly with the Director of Support Services.

Any S3: Minimal incident that is not resolved in less than twenty (20) days will be escalated automatically to the Chief Operating Officer (COO). Status updates will be communicated with the affected customers every forty-eight (48) hours until resolution. If any S3: Minimal incident is not resolved to your satisfaction in less than thirty (30) days the Chief Executive Officer (CEO) of Cornerstone Information Systems will be notified of the situation and will remain involved until resolution.

S4: Low Business Impact

The Cornerstone online technical support incident tracking system automatically notifies all technical support engineers when a S4: Low incident is entered into the system.

If, after forty-five (45) days, you are not satisfied with the progress made by Cornerstone's technical support representative you may call either (888) 778-0897 or (812) 330-4361 (option 3) and request to speak directly with the Director of Support Services.

Any S4: Low incident that is not resolved in less than sixty (60) days will be escalated automatically to the Chief Operating Officer (COO). Status updates will be communicated with the customer every forty-eight

(48) hours until resolution. If any S4: Low incident is not resolved to your satisfaction in less than seventy-five (75) days the Chief Executive Officer (CEO) of Cornerstone Information Systems will be notified of the situation and will remain involved until resolution.

In some cases, resolution of an incident may involve development changes to the software application that cannot be implemented during the specified support response and resolution timeframes. The code changes related to your incident will be implemented immediately upon completion and released by the development department and notification of the changes will be publicized by Cornerstone. The development priority is defined based on feasibility, benefit and impact as our criteria for initiating programming changes.

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. Beginning in 2009 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. Our affected customers will receive periodic updates via email and/or telephone after this time period.

Business Process Support (UDC / DYO / ResRules / Data Cleanser / Data Doctor / Targets)

Cornerstone Information Systems places tremendous value on the ability of our customers to customize their software systems to meet their individual needs. 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. Please refer to your Cornerstone license agreement for full details of your Plan Support and Plan Maintenance coverage options.

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 and submitting an incident through "Client Resources", and "Submit a Question". If you do not have a login, please call or email support as noted below to obtain credentials.
- 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)
- Send an email for training request to cil@ciswired.com

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.

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 and submitting an incident through "Client Resources", and "Submit a Question". If you do not have a login, please call or email support as noted below to obtain credentials.
- Send an e-mail to mailto: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)
- Send an email for training request to cil@ciswired.com

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.

Incident Category	Incident Severity *	Acknowledge Time *	Resolution Standard *	Escalation Time *	Escalate To *
Operations Defects Systems Implementations	S1: System Down	1 hour	4 hours	2 hours 4 hours	Director of Support Services COO
	S2: Critical Business Impact	2 hours	2 days	8 hours 1 days	Director of Support Services COO
	S3: Minimal Business Impact	1 day	15 days	15 days 20 days	Director of Support Services COO
	S4: Low Business Impact	1 day	45 days	45 days 60 days	Director of Support Services COO

Development Category	Development Priority *	Acknowledge Time *	Resolution Standard *	Escalation Time *	Escalate To *
Enhancements Projects Defects Security Implementations	P1: Critical	2 hours	5 days	3 days 5 days	Product Manager COO
	P2: High	4 hours	14 days	10 days 14 days	Product Manager COO
	P3: Medium	8 hours	28 days	21 days 28 days	Product Manager COO
	P4: Low	1 day	45 days	30 days 45 days	Product Manager COO
	P5: Planned	3 days	120 days	90 days 120 days	Product Manager COO

* All estimates based on assigned development priority.

Document Revision History

First Issued: 02/2005
Version: 1.00
Approved By:

Table of Changes

Review/Revise Date	Version	Reviewed/Revised By	Approved By	Approved Date
5/01/2006	2.0	Tish Trimpe	Ron Childress	7/21/2006
11/28/2007	2.0	Bob Miller	Ron Childress	11/28/2007
06/30/2008	2.1	Bob Miller	Ron Childress	06/30/2008
8/28/2009	3.0	Ron Childress	Brian Harmes	9/4/2009
3/8/2011	3.0	Chad Nikirk	Ron Childress	3/11/2011
2/4/2014	3.1	Kathy Frye	Ron Childress	2/4/2014
5/15/2015	3.2	Kathy Frye	Ron Childress	5/18/2015