

EASY SOLUTIONS INC. PRODUCT MAINTENANCE AND SUPPORT POLICY

Easy Solutions Inc., a Georgia corporation ("ES"), provides product maintenance and technical support services purchased by Customer during the period for which the applicable fees have been paid. Maintenance and support services, which vary depending on the ES Product(s) purchased, are described below. Please refer to Table 1 at the end of this document to reference how each service component is offered for various ES products.

DEFINITIONS

"Error" -means a situation reported by Customer where the ES Product does not function according to its current documentation in all material respects.

"Fix" – means the repair or replacement of binary or executable code versions of the ES Product to remedy an Error, and includes corrections to the Product documentation.

"ES Software" – means software produced by Easy Solutions.

"Product(s)" means Easy Solutions Software supplied to Customer by Easy Solutions.

"Workaround" – means a change in procedures followed by the Customer to avoid an Error without substantially impairing use of the ES Product.

1. STANDARD TECHNICAL SUPPORT:

A. KNOWLEDGEBASE, TELEPHONE and ELECTRONIC SUPPORT:

Technical support provides 24x7x365 online knowledgebase, telephone and electronic support for DetectID and DetectTA ES Products. Technical support includes troubleshooting and workaround assistance, with limited installation and configuration advice. If your education or consulting needs are outside the scope of technical support, ES may refer you to ES Protection Services organization for assistance. ES Technical Support does not provide support for software or hardware developed by a third party.

ES' in-depth, online support knowledgebase provides answers to many Customer questions. For those questions not answered by the knowledgebase, trained Technical Support personnel are available to handle inquiries concerning use of the ES Product.

Technical support includes answering questions and providing a reasonable level of guidance to the Customer about the use of the Product, responding to reports of Errors and determining if the reported Error is a result of a problem in the Product or an environmental or installation problem. The Customer is responsible for providing information and documentation sufficient for ES to reproduce the Error including a detailed written description of the problem, log files, core dumps, data files, and any other information reasonably requested by ES.

ES provides Technical Support for the most recent version of a Product; and for the immediately prior version of a Product, which in some cases may consist of advising the Customer to upgrade to the most current version.

B. SOFTWARE ERROR CORRECTIONS: ES will use commercially reasonable efforts during normal company business hours to correct Errors in the current version of the ES Software in a timely manner by providing the repair or replacement of object or executable code versions of the ES Software. An ES Technical Support representative will endeavor to resolve suspected Errors at the time of the initial call or electronic response. If the Technical Support representative cannot resolve the matter during the initial call or in the electronic response, the request for service will be logged and a Technical Support Engineer will continue to investigate the incident. If the Technical Support Engineer is unable to resolve the error, the error will be escalated to a Senior Technical Support Engineer. Escalation timeframes may vary depending on the priority and severity of the error. If the Senior Technical Support Engineer is unable to resolve the Error within a reasonable timeframe, the Error will be escalated to ES Product Development and will be tracked by an Escalation Engineer within Technical Support.

The Customer may report a suspected Error, and designate its priority level, to ES by telephone or electronically. Upon receipt of the report, ES will respond and provide a Fix or Workaround as follows:

PRIORITY 1 - CRITICAL PRIORITY - A Critical Priority Error renders the Software inoperable or causes the Software to substantially fail. Examples of Critical Priority Errors may include blue screen, file corruption, or program hangs requiring reboots. ES will use commercially reasonable efforts to: (a) have a Technical Support Engineer initially respond to an unresolved Error within two (2) hours of the time the incident is logged, (b) provide Customer with daily reports on the status of the corrections, (c) provide Customer with a Workaround or Fix within

(10) business days, and (d) include a Fix for the Error in the next major release of the Software.

PRIORITY 2 - HIGH PRIORITY - A High Priority Error substantially degrades the performance and/or causes serious limitations in the use of the Software. Examples of High Priority Errors may include: lack of functionality as designed, or workaround(s) provided that are difficult to implement. ES will use commercially reasonable efforts to: (a) have a Technical Support Engineer initially respond to an unresolved Error within four (4) hours of the time the incident is logged, (b) provide Customer with frequent reports on the status of the corrections, (c) provide Customer with a Workaround or Fix within (30) business days, and (d) include the Fix for the Error in the

next major release of the Software.

PRIORITY 3 - MEDIUM PRIORITY - A Medium Priority Error has minor impact on overall Software use. Examples of Medium Priority Errors may include: data content formatting or representation inconsistencies, issues that are cosmetic in nature, or enhancement requests. ES will use commercially reasonable efforts to: (a) have a Technical Support Analyst initially respond to an unresolved Error within eight (8) hours of the time the incident is logged, and (b) include a Fix for the Error in a future release of the Software.

C. DESIGNATED SUPPORT CONTACTS:

Access to ES Technical Support by telephone or through the online Customer Support Center is limited to the Customer's designated contacts. Standard Support Customers are provided four (4) designated Customer contacts. This enables the Customer and ES to monitor that only authorized personnel are able to adjust the Customer's security settings. Further, it allows Customers to manage support issues more efficiently by using a centralized approach. Each Customer must designate one contact as the Primary Designated Contact (PDC). The PDC acts as the administrator for the designated named contact profiles, and can add or change named contacts online.

2. VERSION UPGRADES

ES makes Software upgrades, improvements, and modifications available to the Customer for the most current version of the Software, such as improvements in use and usability. ES will provide Customer all such upgrades, improvements and modifications of the Software that ES makes generally available to supported ES Customers and does not market as independent products or modules.

3. SECURITY CONTENT UPDATES

Security Content updates are periodically provided to Customer and include, but are not limited to, security algorithms, checks, decodes and ES' related analysis of such information. Security Content updates are made available for DetectID and DetectTA Software as part of the ongoing maintenance and support fee. Security Content updates for DetectID and DetectTA are made available as part of the fees paid for an annual content subscription. ES makes new Special Security Updates (SSU) available to the Customer for the most current version of these products. Security Content updates for preceding versions is made available to the Customer for as long as it is made available to ES' supported customers generally. Customers that are not entitled to version upgrades will not receive Security Content updates.

4. GENERAL

ES is not responsible for Errors or other problems due to non-ES products or services, misuse, accident, damage or modification, or failure to maintain proper physical or operating environment. If ES reasonably believes that a problem reported by the Customer may not be due to an Error, ES will so notify the Customer, and ES shall not proceed further unless instructed to do so in writing by the Customer. If, upon resolution of the problem, it is determined the Error is not due to the ES product or other conditions attributable to ES, the Customer will be invoiced for time and materials at ES' then standard rates for the time spent in the resolution process. In connection with its provision of Product maintenance, ES may collect personal information regarding users of the Products or services. ES will collect and maintain personal information in accordance with its privacy policy that may be found at www.easysol.net/privacy.php. Supported Customers periodically receive confidential (subject to the confidentiality provisions in the Customer's license) Product life cycle information and proactive notification of security alerts/advisories. From time to time ES may email additional communications to Customer representatives regarding various Product or service offerings. Customer or its representatives may unsubscribe by contacting ES at support@easysol.net and providing the e-mail address to be removed. This product maintenance and support policy is subject to change from time to time as ES updates its support offerings.

This Table 1 references the service component that must be purchased for each ES Product(s) in order to have access to each of the Maintenance and Support services outlined within this policy.

	DetectID	DetectTA
Maintenance and Support Services:		
1) Technical Support	Maintenance and Support	Maintenance and Support
2) Version Upgrades	Maintenance and Support	Maintenance and Support
3) Special Security Updates (SSU)	Software and Security Content Update Service	Software and Security Content Update Service