

Foundation On-Premises Support and Maintenance

The Company provides two primary forms of support. The first form of support provided is application (product) support whereby Customer Support personnel provide support when product issues (bugs) are encountered. The second is document support whereby Customer Support personnel assist customers when document issues are encountered. All times referenced are US Eastern time (Standard or Daylight).

Product Support Services-FOUNDATION

Product Support Services for Foundation include the following:

Standard Email SupportLitera will provide Customer email support during normal business hours of Litera (Monday – Friday, 8:00 a.m. to 7:00 p.m., excluding holidays).

Critical Telephone Support: Litera will use commercially reasonable efforts to provide Customer live telephone support 24 hours per day, 7 days a week for Urgent issues.

Litera will use the following categories to provide a consistent classification of issues. Acknowledgement/initial response to issues will be handled as follows:

Severity	Business Hours	After Hours
Urgent	1 hour	4 hours
High	2 hours	Next business day
Normal	4 hours	Next business day
Low	Next business day	Next business day

Severity	Description
Urgent	Highest priority. Used for issues, within Litera’s control, where Customer is unable to use the software or when significant and substantial adverse operational impact occurs preventing any useful work from being done.
High	Used for issues, within Litera’s control, where Customer’s production use of the Software is severely impaired or degraded preventing major functions from being performed.
Normal	Used for issues, within Litera’s control where Customer’s production use of an important (but not critical or essential) function of the Software is disabled or impaired.
Low	Used for all other issues, within Litera’s control. Indicates that the issue causes minor adverse impact to Customer’s use of the software. Target resolution time on such issue resolution is reasonably determined in accordance with the nature of the issue.

DOCUMENT Support Services

Course of Action, and Initial Response – Document Support

Initial Response

Company will respond with initial acknowledgment of issue within 1 hour if reported during normal US business hours, or by 8:00 a.m. on the next Business Day.

Targeted Resolution and Course of Action

Company targets a two hour turnaround time for all Document Support issues. Once a document issue has been reported to Customer Support, it is processed as follows:

Time	Action
0-60 minutes	Customer Support Representative reviews and attempts to resolve the issue. If unable, the issue is escalated.
61-120 minutes	Senior Customer Support Representative reviews and attempts to resolve the issue. If unable, the issue is escalated
After 120 minutes	Lead Customer Support Representatives work with the Development team in an attempt to resolve the issue.