

Lane Support Policies

Support Hours and Contact Information.

Support Contact Info:

To report by phone:

US: 973-526-2979 (After hours 866-599-0413)

UK: +44 (0) 2039 610500 (Normal and After Hours)

SG: +6531581048

To report by email (during normal business hours):

US: supportus@lanetelecom.com

UK: supportuk@lanetelecom.com

SG: supportsg@lanetelecom.com

Standard Support Hours: Lane’s standard support hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. United States Central Time, excluding federal public holidays in the United States.

After Hours Support: After hours support is available for issues for Customers who purchase Lane’s premium support plan.

Support Contacts: Customer’s representatives who request technical assistance must be reasonably proficient in the use of the Lane software.

Lane Software Maintenance:

Lane Products: Lane will provide access to Updates and Enhancements created by Lane for general release, including extensions, modifications, drivers, service packs, service releases, application program plug-ins, applets and adaptors. The term “**Enhancement**” means enhancements to features that are included as part of a Lane software release for the modules licensed by Customer, but does not include any new modules or significant upgrades to the licensed modules. “**Update**” means error corrections and bug fixes.

Third-Party Products: For third-party products purchased from Lane as a reseller, Lane or the third party will provide access to updates and enhancement as they are made available by the third party.

All Licenses Must Be Supported at the Same Level. If Customer purchases support in connection with any license or service products it must purchase support at that level for all its production licenses. If

Customer adds licenses during an annual support period, Customer must purchase additional support entitlements to cover the additional licenses. If Customer wishes to purchase support after a lapse, it must purchase support covering the lapsed period as well as the new term.

Support Term and Renewals. The initial support term is stated in the Customer's order, or if no term is stated is one (1) year beginning on the delivery date of the software license. On expiration of the initial term, support will renew for consecutive renewal terms of one (1) year each unless Customer or Lane has given written notice of non-renewal at least ninety (90) days prior to expiration of the initial term or then-current renewal term.

Fees. Support fees for the initial term are stated in the Order and for each renewal are stated in Lane's renewal invoice. Lane may increase its fees for any renewal term by stating the increased amount in the renewal invoice. Support fees are non-refundable except as expressly provided in the support Order or underlying license agreement. Lane may increase the annual fee for support renewal for each renewal term. If Customer requests assistance that is outside of ordinary support, Lane may charge additional fees at its then-current time and materials rate, provided that it advises Customer in advance that the assistance will incur an additional charge. In addition to its other remedies stated in any other agreement between Customer and Lane, Lane may suspend support during any period that the fees for support are overdue.

Support Tools. If Lane requires remote access to provide technical assistance it will use Customer's desired means of access provided the means is reasonable and effective.

Support Exclusions. Implementation assistance and customizations are not included as part of support but may be available for an additional fee as part of Professional Services. Lane has no obligation to provide support for custom software or configurations unless otherwise agreed in an Order for professional services. Lane is not obligated to provide support where the request is the result of any of the following (the "Support Exclusions"), but may do so, at its option, and for an additional fee as provided above (i) failure to implement all maintenance releases provided by Lane; (ii) failure to use the Lane software in accordance with the applicable terms of the applicable license agreement, the software documentation or reasonable instructions provided by Lane, (iii) damages to the machine on which the Lane software is installed, (iv) use of third party technology that is not part of the Lane software provided to Customer by Lane, or (v) alterations of the Lane software or the hosted Lane software services environment by anyone other than Lane. Any Lane support provided in connection with a Support Exclusion is provided **AS IS**.

Changes to support. Lane may modify its support policies at any time, provided that: (i) Lane will not materially diminish support agreed as part of a support plan during the term of the support plan, and (ii) Lane shall give notice of a diminishment of support at least thirty (30) days prior to the renewal date for a support Plan.



Lifecycle. Lane may release new versions of Lane software modules at any time. Lane’s support commitments under this Exhibit cover the version of the Lane software module licensed by Customer that is current on the date of license purchase and subsequent versions provided to Customer as part of support until the later of (i) the release of a second subsequent major version of that module, or (ii) one year from the release of the major version of which that module version is a part. *For example, if the version of a Lane software module that is current as of the date of Product purchase is version 4.5, Lane’s support commitments under this Exhibit shall continue until the later to occur of the release of version 6, or one year from the release of version 4.*

Lane provides software maintenance and technical assistance to its customers who have purchased a support plan in accordance with these policies. Lane is not obligated to provide support other than as described in these policies and any support it elects to provide other than as required by these policies is provided AS IS.