helping churches live their mission everyday

HELPMATE TECHNOLOGY SOLUTIONS, LLC | PO BOX 619 UNION, KY 41091
Sales: 888.858.3247 | Support: 859.488.0764 | Fax: 859.212.0837 | www.helpmate.com

Technical Support Policy

1. The Helpmate Technical Support phone number will normally be operational Monday through Friday from 9:30am to 5:00pm Eastern Standard Time. This does not include certain observed holidays (currently 12 days per calendar year) as well as up to 5 days per year when our Support Dept. may function under a "blackout" period. Plan subscribers will be notified of our exact holiday schedule upon subscription. Subscribers will be given advance notice of the exact dates of any upcoming "blackout" periods.

2. To help us provide you with the quickest, most accurate service, we ask that you check the product's help file and/or User's Manual as well as the product's searchable Support KnowledgeBase on the Helpmate website (www.helpmate.net) - it may save you a call. If you do contact us, please keep your computer turned on and have a phone handy to work at the computer as we talk. If you are experiencing an error message, write down all of the details. If you can duplicate the problem, write down the steps that will result in the problem. We also strongly recommend that you ensure that you are running the most current service release of your Helpmate product. It may very well be that a problem you are experiencing has been resolved in the most current service release of the product.

3. Helpmate support plans are product specific in that each plan subscription covers one (1) Helpmate product. If multiple Helpmate products are in use (for example, both Church Helpmate and Event Helpmate), a plan would be required for each product individually to receive plan benefits for each product.

4. *"Premium"* plan and "*Standard*" plan subscribers and Helpmate clients who are in their initial 60-day purchase window are entitled to unlimited access to our technical support department via phone or email regarding both functionality and problem issues with the Helpmate product covered by their plan.

5. *"eSupport" and "eSupport Plus"* Plan subscribers are entitled to unlimited access to our technical support department via email regarding both functionality and problem issues with the Helpmate product covered by their plan. Typical Email response time is 1 to 2 business days. Phone support is available at a $30/incident fee (See Item #7 for a definition of "Incident").

6. Any clients not subscribed to a support plan for their Helpmate product and who are beyond their initial 60-day support coverage window may receive product technical support assistance by phone or email on a pay-per-incident basis (currently $30/incident). Helpmate requires that the initial contact from non-support plan clients be made by phone. Once the per-incident-fees are approved by phone, the support incident follow-up may proceed by phone or email (whichever the client prefers) (See Item #7 for a definition of "Incident").

7. A technical support "Incident" is the resolution of one distinct technical question, functionality question, problem, or issue, regardless of the number of contacts (i.e. phone calls, emails, etc.) with the Helpmate tech support department required to resolve it. One incident may require several contacts to resolve, whereas several incidents may be resolved in one contact. One incident, by its definition, cannot be broken down into subordinate incidents. If a problem has subordinate issues, each one shall be treated as a separate incident.

   Technical assistance for an incident may involve a per-incident fee, and be considered a "chargeable incident", if it is outside the normal coverage provided by the customer's support plan (see Item 5 above), or if the customer is not enrolled in any support plan (see Item 6 above). Such incidents would NOT be considered chargeable incidents if one or more of the following conditions are met:

   (i) The issue or problem is the result of a defect (bug) in our product
   (ii) The issue or problem is regarding the inability to open/start our product
   (iii) The incident is not able to be resolved

   The determination as to what is and what is not a true defect in our product and as to whether or not the incident was reasonably resolved (and therefore the incident considered chargeable) will be left to the discretion of the Helpmate support representative's supervisor. If the issue is the result of a known defect in our product and a KnowledgeBase Article has been published on our website documenting the problem, the Helpmate support representative will direct the client to the KnowledgeBase Article for further assistance.

   Prior to assisting a client with a potentially chargeable incident, the Helpmate support representative will need to receive pre-approval from the client that they are agreeable to the per-incident fee if the incident does not meet at least 1 of the 2 criteria listed above. The actual determination as to whether an incident will be in fact chargeable will be made upon incident resolution, when it will be reviewed by the Helpmate support representative's supervisor. If the incident is considered chargeable, the client will be invoiced for the per-incident fee.

(Continued on reverse)

TECHNICAL SUPPORT INCIDENT EXAMPLES:

A. You are not currently enrolled in any Helpmate support plan and you place a call to our technical support department wanting functionality assistance with entering contribution data. The support you receive on that particular issue counts as 1 chargeable incident. Now, during the same call, you decide you want further assistance because you need help in generating contribution statement reports. The support on that particular issue would count as a second chargeable incident. Even though the 2 specific issues were both contribution-related issues and were addressed during the same phone call, they would still count as 2 incidents.

B. You are not currently enrolled in any Helpmate support plan and you place a call to our tech support department needing help installing your Helpmate software product on a new computer. Our technical support department assists you and the software is successfully installed. This would be considered a chargeable incident. Then, a month later, you place another call to us because the computer crashed and you desire assistance to re-install the Helpmate software product once again. The follow-up call would be treated as a separate incident from the initial call and would be considered its own separate chargeable incident.

C. You are currently enrolled in the eSupport plan and you contact Helpmate tech support by phone for assistance with using your Helpmate product. Since the eSupport plan covers only tech support via email, receiving technical support assistance by phone would be a chargeable incident.

D. You are not on a support plan and you call because you are experiencing a problem with a particular function in your Helpmate software product. If the problem with the Helpmate software product is a confirmed issue and documented in the Support KnowledgeBase on the Helpmate website, the Helpmate representative will forward you to the KnowledgeBase for further assistance (by emailing you a link to the article) and this would not be considered a chargeable incident. If the problem is a new issue not known by Helpmate, we will document the exact nature of the problem and try to assist you with a workaround if possible. If Helpmate confirms that it is truly a defect in our product, the incident would <u>not</u> be considered a chargeable incident.

E. You are not on a support plan and you call because you are having trouble in a particular area of your Helpmate product. In your opinion, the problem appears to be caused by a defect (bug) in your Helpmate product. You call our technical support department and they assist you with the problem. While assisting you, the problem turns out not to be caused by a defect (bug) in our product, but rather due to some incorrect procedures or actions by the user. The Helpmate representative instructs you on the proper procedures to accomplish the task. This is a chargeable incident.

8. While our support personnel are thoroughly trained in all Helpmate products, they are not proficient in the wide range of hardware (computers, servers, networks, motherboards, printers, scanners, etc.) and software (word processing, operating systems, spreadsheets, utilities, networks, etc.) which are used in conjunction with our products. Therefore the technical support assistance provided by Helpmate will be strictly limited to issues pertaining directly to our products only.

9. For support incidents that involve data corruption of a Helpmate product's data file, our support plans do not include any services which may be required to repair or rebuild the damaged data file. These services, if performed by Helpmate, would require additional fees. Helpmate would furnish a quote to the customer prior to providing any such services so that the cost would be seen and approved up front by the customer.

10. Our support services are available to assist customers in resolving problems regarding the installation or operation of our product as well as problems regarding specific functionality or application questions related to our product. However, if questions are vague in nature, it will be left to the discretion of the Helpmate support representative as to whether or not the required assistance falls into the realm covered by our Training Services. For example, a request such as "Please show me how to use the contributions module of the product" shall be considered too vague to be covered by our Support Services. This type of request would be covered by our Training Services – which have been designed specifically to train users by walking them through (step-by-step) all areas of the product (or only certain areas if desired). Certainly a request such as "I'm trying to create a household directory, but I can't figure out how to limit it to showing only our members - can you help me?" is a specific functionality question, and therefore would be well within the scope of our Support Services. During training sessions, our Training representatives are "in the driver's seat" of the communication. Whereas during support incidents, our Support representatives are responding to specific questions or problems (incidents). More information regarding our Training Services can be found at the following Internet address: http://www.helpmate.com/services/training.htm

11. Support incidents may be initiated and processed from any individual from the Helpmate client's organization. Support services are not limited or restricted to a particular person or persons within the client's organization.

12. For support clients outside of North America, all telephone calls must be inbound from the client - no return outbound calls will be made from Helpmate. However, email correspondence will be fully supported in both inbound and outbound directions.