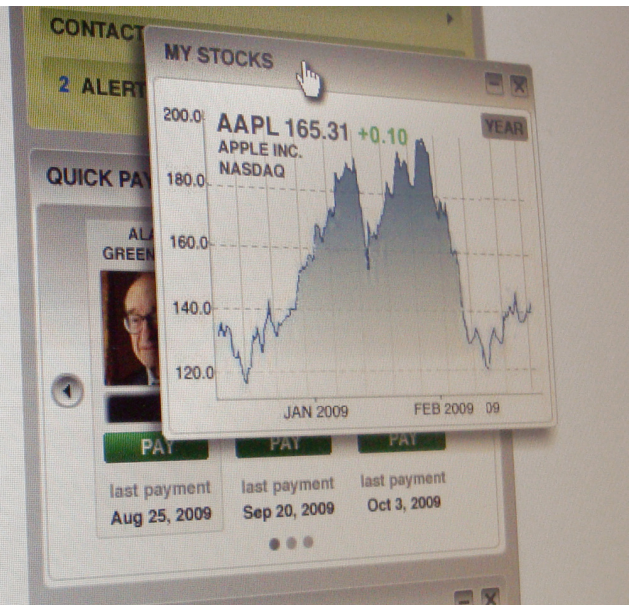


THE NEXT GENERATION PORTAL SOFTWARE



Support Plan

Version 2.1 2009

Backbase Support

Backbase Support provides solid, cost-effective support solutions to guide your development team through any obstacle it might come across while using the Backbase software. Backbase Support has a dedicated team of Backbase specialists with experience from the field - able to feed your team with their expert knowledge.

Typically, your support fee is an annual investment you make in getting solid technical support, and provides you the peace of mind knowing that we'll always be there to support your business. Backbase is one of the few enterprise CEM technology providers to offer support for your entire user interface management infrastructure. Our commitment to CEM solution innovation secures your technology future. Backbase experts never stop looking for ways to improve your systems, giving you access to the latest product enhancements and upgrades, and around-the-clock technical support. No one knows more about optimizing the system availability and performance of your Backbase solutions than the experts at Backbase. We'll help you fully benefit from product enhancements and help verify that your systems are always up-to-date, secure, and operating at peak performance. The more you can fully utilize your Backbase systems, the greater your success. Lock into greater peace of mind with the assurance of the Backbase Support Plan.

Backbase Support answers general usage questions about all Backbase products. As a developer, our assistance includes helping you understand:

- All the features of our software.
- How these features can be used.
- How to troubleshoot unexpected behavior.
- The Backbase development roadmap in relation to new releases and fixes.

By making use of Backbase Support your development team is powered with a direct channel to the heart of all Backbase expertise - directly accessible via web or phone.

Support offering

Backbase offers 2 support packages:

- ❖ **Premium Product Support.** 24x5 Product Support based on the fastest response times using premier services like online issue tracking and the ability to request hot fixes on Backbase products in case of blocking issues. Premium Product Support is based on an annual fee and is unlimited of use.
- ❖ **Standard Product Support.** 9x5 Product Support based on fast response times using services like online issue tracking. Standard Product Support is based on an annual fee and is unlimited of use.

Support Package	Standard	Premium
Online resources	X	X
Support for all Backbase products	X	X
Defect Resolution and Product Release Schedule information.	X	X
9x5 availability	X	X
4 to 48 hours response time*	X	X
Online issue tracker	X	X
24x5 availability by phone		X
2 to 24 hours response time*		X
Hot-fixes on Backbase products		X
Number of support requests per year	Unlimited	
Number of technical contacts at your company	2	4

* Response time on a single issue is dependant on its severity level

- **Online resources.** Resources that are made available through the web, such as FAQs, documentation, code samples and forum communication.
- **Support for all Backbase products.** A support package covers all Backbase products, which means that a support package automatically applies to all licensed Backbase software you use.
- **Defect Resolution and Product Release Schedule information.** In case of a Product defect the expected date of delivery of a resolution to this defect is taken up in a product release schedule accessible to the customer.
- **9x5 availability.** Backbase employees available to respond within business hours, 5 days a week. The Backbase Support Center is available from

Monday to Friday. All communication is in English. Our customer support representatives might speak other languages.

- **24x5 availability by phone.** Backbase employees available to respond 24 hours a day, 5 days a week. This will ensure that your calls are always answered during the entire week, at any time a day. The Backbase Support Center is available from Monday to Friday. All communication is in English. Our customer support representatives might speak other languages.
- **Online issue tracker.** Using our online Backbase Support Portal and Issue Tracker you can open new Support Tickets, check the status of existing Tickets reported online or by phone, add comments and sample code and lookup solutions provided by Backbase. Using this convenient tool you and your team will always have a complete overview of all reported issues and their status.
- **Response times.** Backbase ensures fast response to issues reported online or by phone according our 'response times and severity levels' guidelines.

Severity levels

Severity level 1	<i>Blocking issue that causes an application to crash or be unavailable for use and which has no acceptable workaround available.</i>
Severity level 2	<i>A problem that prevents effective use of a feature or features of the Software, but which does not cause the Software to be unavailable for use in a whole.</i>
Severity level 3	<i>A problem that does not materially affect the ability to use the Software.</i>

Response times

	Standard	Premium
Severity level 1	8 hrs	2 hrs
Severity level 2	24 hrs	16 hrs
Severity level 3	48 hrs	24 hrs

In case of severe issues a Backbase technical representative is able to respond within four hours.

- **Backbase hot-fixes to solve blocking product issues.** When a reported product defect is considered to break documented functionality, a hot-fix release will be built when there is no valid workaround available for the application using the Backbase software, depending on the severity of the reported defect

Backbase Professional Services

Backbase Support is part of the Backbase total service offering delivered by Backbase Professional Services (PS). Backbase PS offers a wide range of services enabling our clients and partners to take full advantage of the Backbase products. Backbase PS is active in the following three areas: Consulting Services, Training Services and Support.

Consulting Services

The Backbase consultancy group consists of a very talented group of Architects, Senior Web Application Developers, Interaction Designers, Creative Designers, Business Analysts and Quality Analysts who have years of experience in building and delivering complex enterprise level applications.

Backbase offers a full range of expert services to maximize the benefits of a Backbase implementation and help to deliver successful, long-term solutions quickly, efficiently and cost-effectively.

For more information please see:
<http://www.backbase.com/services/>

Training Services

Backbase Training offers training programs to acquire all the required knowledge to start enhancing Backbase CEM solutions in a professional setting. In these training programs we offer hands-on experience with Backbase products and crucial background information to realize the full potential of Backbase in the customer's implementation. Training is done by experts from the field who will share their best Backbase practices.

For more information please see:
<http://www.backbase.com/services/training/>