

# Bronze Support Program



Under the Bronze Support Program, Macrovision Corporation ("Macrovision") will provide the customer with the following services for a period of 12-months from the date of the order.

- Illinois** - 8am to 5:30pm CST, Monday through Friday
- California** - 8am to 6pm PST, Monday through Friday
- United Kingdom** - 6am to 6pm GMT, Monday through Friday

## Web-based Support

Macrovision will provide customer's registered support contacts with access to its web-based customer interface for its CRM system, which enables its customers to create, track and update support incidents and access its knowledge base. Macrovision web-based support can be accessed at <http://support.macrovision.com>.

## Support Contacts

Macrovision will provide support to the customer employee(s) who are registered as support contacts in Macrovision's system. Each product allows for the number of contacts outlined below. Additional support contacts are available at a cost of \$2,000 / €1,785 each per year.

### One Contact

FLEXnet Publisher, FLEXnet Manager, FLEXnet Connect, FLEXnet Delivery, AdminStudio (Desktop Model), Patch Impact Manager, Workflow Manager and InstallShield – Premier, Professional, and Express

## Incident Number

Upon customer's logging of a support request on Macrovision's support website, Customer will be provided an incident number.

## Product Updates

Macrovision will provide all product updates (maintenance releases, additions, and modifications, and new versions of the software). Product updates will not include maintenance releases, additions, or modifications that Macrovision considers to be a separate product or for which Licensor charges its customers extra or separately.

## Obligations

In order for Macrovision to resolve a software issue, the customer must provide Macrovision's technical personnel with enough information regarding the issue in order to allow Technical Support to replicate the incident at Macrovision's site. For some products, customer may be required to provide Macrovision with sample code that demonstrates the reported behavior. NOTE: Macrovision will not accept any customer actual source code. Macrovision will provide a resolution to the software issue or a temporary work around for the software issue as appropriate.

For the FLEXnet Publisher, InstallShield, and InstallAnywhere products, customer is responsible for providing technical support to its end-users.