

Gold Support Program



Under the Gold 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.

Telephone Support

Macrovision will provide technical support via telephone Monday through Friday, during the office hours from the support center closest to the customer (except on those days designated as Macrovision's holidays). Macrovision currently provides support from Santa Clara, California, Schaumburg, Illinois and Cheshire, United Kingdom.

You can contact Macrovision's technical support engineers at the location nearest you:

Illinois - 847-413-2896, 8am to 5:30pm CST, Monday through Friday

California - 408-969-5441, 8am to 6pm PST, Monday through Friday

United Kingdom - 44 (0) 870 873 6301, 6am to 6pm GMT, Monday through Friday

Response time is dependent on severity level.

Please refer to the chart below for more information on the products you own:

Products	Hours of Operation
FLEXnet Manager, FLEXnet Publisher, FLEXnet Connect and AdminStudio for Enterprise Customers	24 x 5
InstallShield, InstallShield MultiPlatform, InstallAnywhere, Single License AdminStudio, Workflow Manager, and Patch Impact Manager	Priority queuing and access to our most experienced engineers on Designated Time Zones

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 Primary and One Backup Contact

FLEXnet Publisher, FLEXnet Manager, FLEXnet Connect, FLEXnet Delivery, AdminStudio (Desktop Model), Patch Impact Manager, Workflow Manager, InstallAnywhere - Enterprise and Standard

One Contact

InstallShield - Premier and Professional

Incident Number

Upon receipt of a support request (and provided that the contact is a registered support contact), Macrovision's Technical Support will create an incident and provide the incident number to Customer within two (2) business hours.

Response Times

Macrovision will provide a response to Customer's request for support services within sixteen (16) business hours (the "Initial Response") per the applicable severity level. As used herein, Initial Response will mean Macrovision's confirming receipt of an error from Customer verifying the details of such error, and delivering to Customer, if applicable, (a) a list of additional information reasonably required by Macrovision, and (b) a description of the assistance reasonably required by Macrovision from Customer to assist in the evaluation of the report and diagnose the error or symptoms.

Severity Levels

Macrovision's Technical Support, in accordance with the terms defined in this section, will assign a problem report to Macrovision under a severity level classification system. As used herein, the following definitions will apply:

A "Bug" shall be defined as a non-conformity of the Software which causes it to not perform substantially in accordance to the published documentation and which has been documented and reproduced by Customer, and which has been reproduced by Macrovision and, with Customer's end-user's assistance and additional information supplied by Customer (if reasonably requested by Macrovision), determined to be a Bug.

The "Initial Response" will mean Macrovision's confirming receipt of an error from Customer, verifying the details of such error, and delivering to Customer, if applicable, (a) a list of additional information reasonably required by Macrovision, and (b) a description of the assistance reasonably required by Macrovision from Customer to assist in the evaluation of the report and to determine what Severity level the error will be classified as, and diagnose the error or symptoms.

An "Action Plan" will mean the initial diagnosis by Macrovision of the errors or symptoms and identification of the schedule that Macrovision expects to work towards in pursuit of resolving the identified problem.

NOTE: All Severity 1 issues must be reported via telephone only.

Severity 1 Problem – Critical: A Severity 1 problem will be defined as a problem, which causes an urgent, critical impact that impairs the performance of substantially all major functions of the Software or a Customer Product.

Upon receipt of a Severity 1 problem, Macrovision will provide an Initial Response within four (4) business hours and provide an update on the status every subsequent business day until an Action Plan is established.

Severity 2 Problem – Severe: A Severity 2 Problem will be defined as a problem, which causes an important or significant impact that impairs the performance of a major function of the Software or a Customer Product.

Upon receipt of a Severity 2 problem, Macrovision will provide an Initial Response within four (4) business hours and provide an update on the status every business day until an Action Plan is established.

Severity 3 Problem – System is up and running and the problem causes only limited or insignificant impact. Important to long-term productivity, but is not causing an immediate work stoppage.

Upon receipt of a Severity 3 problem, Macrovision will provide an Initial Response within eight (8) business hours and provide an update on the status every five (5) business days until an Action Plan is established.

Severity 4 Problem – Problem does not have significant impact to the Customer or functionality that is not important and infrequently used.

Upon receipt of a Severity 4 problem, Macrovision will provide an Initial Response within sixteen (16) business hours and provide an update on the status every five (5) business days until an Action Plan is established.

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 Macrovision 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.

Beta Program

Customer will be eligible to participate in Macrovision's BETA Program(s), if applicable.

Optional Services

Customer may, for an additional fee, elect to add the following services:

Technical Account Manager: Customer will be assigned a dedicated Technical Account Manager (the "TAM") who will be the primary interface for Customer's Technical Contacts. Customer may also request to speak to a preferred technical support agent when calling in for support assistance, or may elect to speak to the first available technical support representative. Customer will designate one Technical Contact to participate in weekly conference calls with the assigned TAM. The TAM will provide periodic reports and status updates on all open support incidents and bugs.

Escalation: Should a customer determine in good faith that the resolution or other service provided by Macrovision is not reasonably satisfactory to customer, customer may escalate any concerns or issues directly to Macrovision's Support Manager for the region.



Telephone Support: Illinois: 847-413-2896 California: 408-969-5441 United Kingdom: 44 (0) 870-873-6301
Online Support: www.macrovision.com/support