RouteSmart Technologies, Inc.

Client Services Department

TECHNICAL SUPPORT SERVICES POLICY

RouteSmart for ArcGIS®

Contents

Definition of Term and Services

Outstanding service has been a major factor in RouteSmart Technologies' growth and success over the years. Given that RouteSmart solutions are used across the globe, consistently delivering on this promise takes knowledge, persistence, organization, and a state-of-the-art infrastructure. To help ensure our clients' success in using RouteSmart for ArcGIS   software, we offer a flexible and comprehensive support program designed to meet the needs of different types of users.

The first year of RouteSmart maintenance is included with all RouteSmart for ArcGIS license purchases. ("RouteSmart for ArcGIS" refers only to RouteSmart software purchased for use with Esri's ArcView, ArcEditor, or ArcInfo^{TM} and does not include maintenance for Esri software.) At the end of the first year, we recommend that you ensure continued support by subscribing to one of our annual support programs. Upon renewal of your RouteSmart for ArcGIS software maintenance subscription, you will receive 5 complimentary eXpert Services (defined below) hours as well. We offer primary and secondary support programs using a two-tiered approach designed to meet the needs of single and multi-location sites.

Primary Support

The main components that comprise the primary support program are technical support (for one authorized, RouteSmart-trained contact only), which includes telephone, email, and self-service software support; web-based support; direct shipment of any applicable in-version software updates; an opt-in subscription to our e-newsletter; and an ability to register for RouteSmart's users' conference. Primary support is the only option for sites with one license of RouteSmart for ArcGIS.

All primary users must complete full application training for RouteSmart for ArcGIS, from an authorized RouteSmart trainer, to be eligible for technical support.

Users outside the United States should contact their local RouteSmart distributor for information regarding the availability of various support options locally.

Secondary Support

If your organization has purchased more than one RouteSmart for ArcGIS license and at least one primary support subscription, you may take advantage of our two-tiered support program. Secondary support offers many of the advantages of primary support and is available at a reduced price for these sites. Up to nine secondary support subscriptions can be purchased for each primary support subscription, per product (for every ten licenses, one primary support   subscription is required).

Secondary support requires that an experienced, trained user at the primary site be designated as technical contact for all communication between RouteSmart and all sites covered by the agreement, both primary and secondary. Technical support is not available to secondary support sites directly, but only through the designated primary technical contact.

Technical Support Procedures

RouteSmart Technologies' Client Services Group is dedicated to providing timely, expert assistance to RouteSmart for ArcGIS software users. Technical support includes assistance in solving problems arising from the use of unmodified RouteSmart software only (unless said modification was performed and executed by RouteSmart Technologies, Inc.) and does not include training or consulting in the application of the software.

Accessing Technical Support

RouteSmart for ArcGIS users subscribing to our Primary Support program may contact Technical Support between 8:00 am and 6:00 pm., Eastern time, Monday through Friday. RouteSmart holidays (as published on our web site) are excluded. The following are channels through which support may be obtained:

- Phone (within the U.S. and Canada): 800.977.7284, option 2

- Phone (outside the U.S. and Canada): 410.290.0226, option 2

- Email: service@routesmart.com or support@routesmart.com

Self-Service: My RouteSmart (https://www.routesmart.com/client-login)

Requests for support by telephone, email, or self-service should contain detailed information about the problem (hardware platform and peripherals, version of operating system, version of RouteSmart software, and a complete description of steps followed and the exact nature of the issue) to help expedite a solution. RouteSmart Client Services will respond by telephone, email, or through My RouteSmart, most often based on the means of communication used initially by the client.

By Phone

Using the numbers above, clients may contact our technical support staff via the phone during standard business hours. Each reported incident is given a unique identification number for referencing and is logged in our call-tracking system. The client will be connected to a technical support representative who will work on the problem until it is resolved. If a representative is unavailable, the call is placed in a queue. The user will be called back by the first available representative.

By Self-Service

Clients may access our web-based self-service portal, My RouteSmart (https://www.routesmart.com/client-login), 24 hours a day and 7 days a week. The following options are available:

- Search our knowledge base
- Log a support case
- View previous support cases
- Add a comment or upload a file related to an existing support case

Cases received via My RouteSmart are assigned to a support queue automatically, given a unique identification number for referencing, and are logged and managed in our call-tracking system.

By Email

Using the email addresses above, clients may report technical issues or request assistance. We accept email 24 hours a day. However, email received after hours, 6:00 pm to 8:00 am Eastern time, or during holidays and weekends, are handled within 24 hours of the next business day. Incidents reported by email are given a lower priority than those reported by telephone or My RouteSmart. Email support can be used for all incident-related correspondence.

Preparing for RouteSmart Technical Support

When you contact RouteSmart Technologies for technical support, you should be at your computer and have the appropriate software documentation on hand. Be prepared to provide the following information:

- Your software and version number
- The type of hardware you are using (manufacturer, version of operating system)
- The exact wording of any messages that appeared on your screen
- What happened and what you were doing when the problem occurred

What's Covered in Technical Support

Technical support is defined as those services offered by RouteSmart Technologies to help you recover your RouteSmart for ArcGIS software to a working state. The following types of issues are included as part of your RouteSmart technical support coverage:

- Error messages
- Unexpected results from the software
- Basic procedural questions
- Customer service questions/issues

eXpert Services – Beyond Technical Support

Over the years we have seen clients occasionally struggle because they believed that their issues didn't fall under traditional technical support – there was no error message on the screen, so there was nothing to "fix." To help alleviate this unnecessary struggle, we offer eXpert Services. When you require assistance beyond traditional technical support, our eXpert Services provide the remote, web-based help you need to help get you from stuck to success:

- Limited route planning consulting (e.g., how do I approach this routing problem?)
- Assistance with routing data setup

- Targeted application training (not recommended for new users)
- Process/procedure guidance
- Map or application updates
- Script changes/updates to automated routing systems

Upon renewal of your RouteSmart for ArcGIS software maintenance agreement each year, you will receive a bundle of 5 complimentary hours of eXpert Services. You can schedule an eXpert Services session by contacting our technical support team at service@routesmart.com, or by calling (800) 977.7284 and selecting option 2. Sessions are scheduled based on available resources, but our goal is to begin working with you within 24 business hours of your initial request. Each eXpert Services session is logged and deducted from your available hours and a digital receipt is sent to you each day for the hours used. Once your bundle has been used, you can purchase another bundle at any time. Additional RouteSmart eXpert Services bundles can be purchased in 10-hour increments. Each bundle costs $750.

Technical Support Technologies

In the course of providing technical support for our clients, our support team may use any or all of the third-party tools listed below, with our clients' permission. These tools represent best-of- breed solutions for the support industry and enable our team to provide more timely and efficient resolutions to reported issues.

Remote Support

Remote support tools like WebEx, GoToMeeting, etc. allow the RouteSmart support team to improve the support experience, decrease time-to-resolution, and maximize efficiency. Remote support sessions provide a secure, permissions-based support environment in which we can View customers' screens, collect system information, and control desktops to resolve issues more quickly.

WEBCARGO

WEBCARGO lets you send large files via email, without the need to reduce files to attachment size. Workspace data can be sent to our support team securely and without compromise, and we'll even let you know when your files are received. A unique tracking number is generated every time you send files, giving you an audit trail of every file you send and receive. This tracking number can even be shared with others to let them monitor delivery and pickup status on their own, in real-time, just as they would with a package delivery service. More information is available about WEBCARGO at www.webcargo.com.

Resolution Time

The time required to answer questions and resolve your problems varies depending on the type of problem and whether we are able to reproduce it. Most often we are able to answer questions and suggest solutions to problems on the same day, sometimes immediately.

If research or consultation with another specialist is required, a complete response may take several working days. Under some circumstances, it may take longer. If the problem turns out to be a coding or documentation error for which there is no workaround, resolution may have to wait for a future programming modification. Usually, however, we can clarify documentation issues and provide satisfactory workarounds in a timely manner.

Software Releases and Updates

In-version software updates are included as part of technical maintenance programs for both primary and secondary licenses. Shipments are sent only to one primary technical contact for distribution within your organization. RouteSmart Technologies will announce the availability of software updates through our e-newsletter, *SmartDirections*; the primary technical contacts for each client may then request the update by contacting our technical support team.

Clients may also check our Product Compatibility Chart available in the Documents section of our web site (trust.routesmart.com) for the latest information regarding software releases and compatibility with third-party software applications. Our Product Life Cycle Support Status document, also available on our web site, details the currently-supported versions of RouteSmart for ArcGIS.

Publications

Registered users of RouteSmart software may opt in on our web site for a subscription to *SmartDirections*, our e-newsletter. *SmartDirections* is user focused. The newsletter keeps our clients informed about what's going on within RouteSmart Technologies, in our products, and in the industry. You can opt out of your subscription at any time by sending a message to service@routesmart.com or by clicking the unsubscribe link in the newsletter.

Users' Conference

RouteSmart Technologies is pleased to host our INTERSECT users' conference, and all clients with a primary RouteSmart for ArcGIS maintenance subscription are entitled to attend. All active RouteSmart clients maintaining a primary maintenance subscription will receive a registration fee waiver for one attendee to the conference.

This conference presents a unique opportunity for information exchange between the RouteSmart user community and RouteSmart Technologies staff. You can meet with other users to share experiences and knowledge, attend user presentations and technical sessions on how to use RouteSmart, and meet face-to-face with RouteSmart staff to ask questions and offer suggestions on how we can better serve your organization's needs. For more information about the INTERSECT users' conference, visit our web site at www.routesmart.com. Details are also provided in a users' conference mailing to all registered users.