



Expanded Investigation & Resolution Services for Livelink

Global Cents (GCI) Expanded Investigation & Resolution Services for Livelink provide a path to resolving issues associated with the Open Text Livelink Content Server. The following represents the Terms & Conditions of this service, and by signing this Agreement you are agreeing to these Terms & Conditions:

A. Process and Procedure

- 1) GCI will investigate problems that fall into the categories listed in Section D below. Initial investigation is limited to one hour during regular business hours Monday to Friday 9AM CST to 5PM CST. The customer must provide the following information before GCI will initiate any investigation:
 - a) Description of the issue, including when it started, what changed since it started and how the current behavior is different from the expected behavior
 - b) Livelink thread and connect logs capturing the issue
 - c) A system report generated from Livelink
 - d) A summary of what, if anything, Open Text has said about the issue, including a ticket number or a bug number given to the customer
 - e) A summary of what, if anything, any other Software Vendor involved with the software in question about the issue
- 2) Once the customer has the estimate of the resolution creation time and the customer has authorized work to begin, it will be scheduled by GCI. The time spent on resolution creation will not likely be contiguous. Due to the nature of the issues presented, it's not likely that GCI will be able to give a date certain for providing a resolution.
- 3) The developer assigned to the case will keep the customer informed of the progress during the resolution creation. Weekly updates are sufficient unless the customer and GCI agree to other terms.
- 4) The developer assigned to a case will test his/her own work. The QA department will then test the resolution against the same version of Livelink, same OS and same database that the customer has. Once the test is passed, the customer will receive the resolution.
- 5) The customer will test the resolution and provide feedback. If it is not successful, the cycle will repeat until the resolution is successful or it is deemed not solvable by GCI.

B. Service Charges

- 1) Initial one hour investigation: \$350. This starts immediately upon consent of the customer to proceed, together with this signed Agreement.
- 2) Subsequent charges will be based on then current GCI Professional Services hourly rates.

C. Deliverables from GCI to the Customer

- 1) Results from the initial one-hour investigation of the problem.
- 2) An estimate (in the form of a SOW or Trouble Ticket) of the time that it will take to create a resolution once the hour investigation is completed.
- 3) Weekly updates to the customer until a resolution is created.
- 4) When possible, a resolution in whatever the appropriate format is, along with instructions on how to apply it.

D. Types of Issues

- 1) Livelink Workflow, Livelink eSign, Livelink forms-both HTML and PDF
- 2) Document Control
- 3) Document Management
- 4) Project Module
- 5) Automatic Document Numbering module
- 6) XML import/export
- 7) Category and Attributes
- 8) Notification and eLink modules
- 9) OScript
- 10) Livelink APIs
- 11) Custom Module Development
- 12) Directory Services
- 13) Permissions, Users and Groups
- 14) Custom User Interfaces
- 15) Limited upgrade issues that involve performance or any of the modules listed above

E. Restrictions

- 1) GCI will make every effort to provide an acceptable resolution to the customer's problem. On the occasion that a resolution is not acceptable or not deliverable, the customer will be responsible for any charges accrued during the project.
- 2) GCI owns the rights to any resolution provided to any customer. This means that if GCI supplies the customer with a patch, an html file, a module, or code in any form, GCI reserves the right to re-use that resolution as it sees fit. GCI can give the resolution to Open Text, to other customers, to its partners, and to add it in any of its products.
- 3) The customer will apply the resolution as directed by GCI. If the customer does apply the resolution as directed, the original issue may not be addressed. GCI cannot be held responsible for any results if the customer uses the resolution in a manner different than what GCI directed.
- 4) Applying the resolution to a Livelink installation that is not the same as what was tested may have unreliable results. The customer accepts all risks if they chose to apply the resolution to an untested environment.

- 5) The customer is expected to pass on any new information to GCI given by Open Text or other software vendor during the course of the investigation or resolution creation.
 - 6) No Warranty. Software delivered as a part of the resolution is supplied to you "AS IS" and GCI makes no warranty as to its use or performance. GCI and its suppliers do not and cannot warrant the performance or results you may obtain by using the software. Except for any warranty, condition, representation or term to the extent to which the same cannot or may not be excluded or limited by law applicable to your jurisdiction, GCI and its suppliers make no warranties, conditions, representations, or terms (express or implied whether by statute, common law, custom, usage or otherwise) as to any matter including without limitation noninfringement of third party rights, merchantability, integration, satisfactory quality, or fitness for any particular purpose.
 - 7) Limitation of Liability. In no event will GCI or its suppliers be liable to you for any damages, claims or costs whatsoever or any consequential, indirect, incidental damages, or any lost profits or lost savings, even if a GCI representative has been advised of the possibility of such loss, damages, claims or costs or for any claim by any third party. The forgoing limitations and exclusions apply to the extent permitted by applicable law in your jurisdiction. GCI's aggregate liability and that of its suppliers under or in connection with this Agreement shall be limited to the amount paid for software, if any. Nothing contained in this Agreement limits GCI's liability to you in the event of death or personal injury resulting from GCI's negligence or for the tort of deceit (fraud).
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I hereby agree to the above terms and conditions:

Signature _____

Name _____

Title _____

Company _____

Date _____