



Support Program

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EbixASP Support Program

The Ebix, Inc. Support Program is designed to meet the individualized support demands of the insurance business environment. Your support program includes live-support, web support (giving you the ability to log and view your incidents at all times) and our 888 toll free phone number.

The program focuses on three major elements critical to your business operations: responsive support, electronic support and software updates.

Support Plan Features	
Service Hours	Service Hours - 8:00am to 8:00pm (eastern time) Monday - Friday
Number of Calls to Ebix, Inc. Help Desk	Unlimited
Call Priority Levels	Prioritized level of service
Maximum Number of Designated Customer Contacts to Ebix, Inc. Help Desk	4
EbixLive Support	Live Support is available between the hours of 8:00 AM and 8:00 PM (EST) Monday – Friday
Electronic Support:	<ul style="list-style-type: none"> • Includes Access to Support and Ebix, Inc. Web sites
Product Enhancement & Maintenance Releases **	<ul style="list-style-type: none"> • Included • Refer to Notes & Definitions # 4 for other details
Online Documentation	<ul style="list-style-type: none"> • As it becomes available

Notes and Definitions:

1. **Business day support only** – Support covers business day support only and does not include weekends or holidays.
2. **Designated Customer Contacts** - The agency can designate a maximum of 4 customer contacts. These contacts have the authority to work with the Ebix, Inc. support desk for the purpose of reporting and working on Ebix, Inc. supported products.
3. **Support Web Site** – The Ebix, Inc. Support web page, www.ebixsupport.com contains the latest product information for all Ebix, Inc. products. ebixsupport.com also provides on-line access to your support incidents. You may enter, view and update incidents via the web.
4. **Ebix, Inc. Web Site** – The Ebix, Inc. web page, www.Ebix.com, contains the latest information regarding Ebix, Inc. products, press releases, investor information, contact information, as well as an extensive insurance resource center.
5. **Product Enhancement & Maintenance Releases** - Ebix, Inc. issues new Enhancement Releases regularly for its EbixASP product. Enhancement releases incorporate EbixASP's latest enhancements and new features. These releases also include fixes for software defects identified in earlier versions. Any newly discovered software defects are repaired in the current enhancement release. Software Maintenance releases improve product quality and incorporate specific fixes to software defects. The content of a Maintenance Release depends on customer feedback, Ebix, Inc.' internal test and use, and the hardware platform.

Ebix, Inc.'s Product Engineering staff will assist the Customer Support Center personnel in correcting these problems. Ebix, Inc. will test the fix internally to insure that the problem is completely resolved. Ebix, Inc. bases its corrective action on the current software release version. Ebix, Inc. will incorporate the fix into its current release, in which case a customer may be required to upgrade to the current release in order to install the fix.

Ebix, Inc. may expand or enhance the features available from time to time at its sole discretion. Some features may be considered part of the base EbixASP service while others may be used for an additional fee determined by Ebix, Inc. Notification of these billable features and applicable fees will be appropriately communicated.

6. **Online Documentation** - Ebix, Inc.'s online documentation includes text search and retrieval technology, which is designed for readability and ease of use. Online documentation for Ebix, Inc. solution products is provided with Product Enhancement Releases. – As it becomes available.

Support Procedures

How to Use the Ebix, Inc. Customer Support Center

This section provides a general overview of Ebix, Inc.'s Customer Support Center (CSC), including how to open an incident, how CSC prioritizes incidents, and how to escalate your incidents.

Incidents and Priority Levels

The attention given to an incident (problem or question) is determined by its priority (severity level) and expected time of resolution. Priority levels are assigned to an incident when it is initiated and range from critical impact (Priority - High) to minimal impact (Priority - Low). Resolution is determined by actual reported issue and impact to daily activities within EbixASP.

Priority - High

Customer's production system is "down" and no work-around is possible.

Priority - Medium

Customer's production system is operational, but functionality is seriously affected. If a work-around has been provided, the loss in functionality can only be sustained for some time.

Priority - Low

Customer's system is operational. However, a problem has been identified and a specific portion of the system either provides incorrect results or is not operating as documented. Has no immediate impact on usability of the system for daily operation.

Question/Enhancement

The customer has a question or a suggestion for a product enhancement to which the customer would like a response as to when and if the enhancement will be available. These are assigned one of the 3 priorities mentioned above depending on impact, development time, product development committee suggestions and required time frame to design and implement. Some enhancements may be rejected to do browser environment limitations or impact to other modules in the system. Custom development is always available as an option for the agency. Contact sales for pricing on custom development work.

Response Times

EbixASP Support Analysts will respond to a customer's support call within the call-back response times indicated below, whenever possible.

Call Back Response Time Targets

High	Medium	Low	Questions/Enhancement
Within 1 hour	Within 3 hours	Within 8 hours	Within 24 hours

Escalation Assistance Guideline

Ebix, Inc. recognizes that on occasion customers may encounter critical problems that require a higher level of service. Ebix, Inc. has established the process indicated below to support special situations.

Escalation Guideline	Ebix, Inc. Response Time Elapse
Ebix, Inc. Support Team	Escalation on request
Ebix, Inc. Support Team Manager	24 hours

If at any point while your incident is open, you are not satisfied with the current plan of action, you may request escalation through your Ebix, Inc. Support Analyst. Your request will be routed to the appropriate Team Manager who will contact you within 2 hours to discuss your situation.

The Escalation Manager will develop a formal action plan and bring in necessary resources to resolve your issues. The Escalation Manager will, along with you, establish a schedule to provide you with updates on a regular basis throughout the resolution process.

How to Contact Ebix, Inc. Support

You may contact Ebix, Inc. Support through any of the following ways convenient to you:

- You may select the "Live support" button for real time assistance for quick questions.
- Our Support web site, www.ebixsupport.com provides on-line access to your support incidents or direct access to our call tracking system at <http://itrack.ebix.com/UserLogin.aspx>. Enter and update incidents via the web.
- Or call: 1-888-633-5744 and select option 1
- Lastly, for non-urgent matters you may send us an e-mail at ebixsupport@ebix.com

Support's response to your problems is based on your Support Plan and severity and order of requests received. You will be assigned an incident number and an Ebix, Inc. Support Analyst will pick up your incident. Any new incidents should be initiated via our Support web site, calling the Ebix, Inc. Support toll free number or via email. For prompt response on your problems, do not call an Analyst directly on a new problem or question.

Support Entitlement

Copy Of Your Data

- At any time your office may request a copy of your data for an additional charge
- Data will be made available on a DVD in Microsoft SQL format (same format as actually stored in EbixASP's SQL database).

Scheduled Updates

Ebix, Inc. will periodically schedule updates to the EbixASP.com site. These updates will usually take place outside normal business hours of 7:00AM – 5:00PM within your time zone. We will endeavor to notify your business via a display message when you sign into your EbixASP database. The message will indicate when an update will occur and at what time. During the update process you may not be able to access your data. In the event a mission critical maintenance situation arises, Ebix, Inc. may be required to perform emergency maintenance at any time. During these scheduled and emergency maintenance periods, you may not be able to access your data. You agree to cooperate with Ebix, Inc. during the scheduled and emergency maintenance periods.

Additionally, Ebix will periodically schedule system software or hardware updates, which will usually take place over a weekend. Ebix will generally notify all users via a Pop-up message 5 days in advance of the event where the system will not be available to users over a weekend or a holiday.

Services Not Covered By Your Support Contract

Support for the items listed below are billable and may be obtained at the current time and material hourly rate contingent upon resource availability:

Software/Procedural Support

- Issues and/or questions covered by Ebix, Inc.-provided training or Ebix, Inc.-provided documentation
- Problems caused by customer error
- Problems caused by non-Ebix, Inc. personnel, including consulting services provided by contractors

Technical Support

- Hardware installation and initial setup
- Replacement of hardware, either new or replacement
- Support of non-approved/non-recommended hardware configurations or devices or environments
- Problems caused by non-approved third-party products, hardware or software
- Modifications made by third-party contractors/organizations
- System Performance and Tuning
- Non-certified/supported network configurations
- Problems caused by third-party contractors/organizations
- Special projects