



Support Program

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Introduction

The EbixASP Support Program is designed to meet and support the demands of the insurance business environment. Your support program includes web support and telephone support through use of our 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	8:00am to 8:00pm EST; Monday - Friday
Number of Help Desk calls	Unlimited
Max number of contacts at your Agency	Four
Electronic Support	Includes access to Support and Ebix, Inc. websites
Product Enhancement and Maintenance Releases	Included; refer to Notes & Definitions for details; two releases per year
Online Documentation	As available

Notes & Definitions

Business Day Support

Support covers business day support only and does not include weekends or holidays.

Designated Customer Contacts

Your agency can designate a maximum of four (4) contacts. Your contacts have the authority to work with the Ebixasp support desk in order to report and work toward resolution of your incidents.

Support Website

On the Ebix support webpage (www.ebixsupport.com) your recognized contacts can enter, view, update and track incidents. Instructions for logging incidents can be found here as well.

Ebix, Inc. Website

The Ebix, Inc. webpage (www.ebix.com) contains the latest information regarding all Ebix, Inc. products including press releases, investor information and contact information.

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 and include repair of defects identified in earlier versions.

Any newly discovered software defects are repaired in the current release. Software maintenance releases improve product quality and incorporate specific fixes for defects. The content of a maintenance release depends on customer feedback, Ebix, Inc.'s internal testing and use, and the

hardware platform. Ebix bases its corrective action on the current software release, in which case a customer may be required to upgrade to the current release in order to benefit from defect repairs.

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

[Online Documentation](#)

Ebix'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 Resources

How to use the Ebix Customer Support Center

This section provides a general overview of Ebix’s Custom Support Center (CSC), including how CSC prioritizes incidents and how to escalate your incidents.

Incidents and Priority Levels

The attention given to an incident (issue, question, etc.) 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

Your production system is “down”; no work-around is possible.

Priority – Medium

Your 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 a short time.

Priority – Low

Your production system is operational however an issue 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

Incidents are assigned depending on impact, development time, product development committee suggestions and required time frame to design and implement. Some enhancements may be rejected due to browser environment limitations or impact to other modules in the system. Custom development is always available as an option. Contact sales for pricing on custom development work.

Response Times

EbixASP support analysts will respond to your support call within the call-back response times indicated below whenever possible.

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

Escalation Assistance Guideline

Ebix, Inc. recognizes that on occasion you may encounter critical issues that require a higher level of service, and has established the process outlined below to support special situations.

Guideline	Response Time Elapse
Ebix, Inc. Support Team	Escalation on Request
Ebix, Inc. Support Team Manager	24 Hours

If 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 two 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 Support

You may contact Ebix support through any of the following ways convenient to you:

- Call 1-888-633-5744 and select option 1;
- For non-urgent matters you may send us an email at ebixsupport@ebix.com;
- Our support website (www.ebixsupport.com) provides online 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;

Support's response to your issue is based on your support plan as well as the severity and order of requests received. You will be assigned an incident number and an Ebix, Inc. Support Analyst will work your incident.

Any new incidents should be initiated via our support website, support toll-free number or via ebixsupport@ebix.com. For prompt response on your issues do not call an analyst directly on a new issue or question.

Support Entitlement

Copy of your Data (Ebix, Inc. hosted systems)

- At any time you may request a copy of your data for an additional charge.
- Data will be made available via download from our sftp site in Microsoft SQL format (as stored in the EbixASP 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 you 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 that a mission critical maintenance situation arises, Ebix, Inc. may be required to perform unscheduled emergency maintenance.

During these scheduled and emergency maintenance periods you may not be able to access your data.

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

Services Not Covered By Your Support Contract

Support for the services 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 provided training or Ebix provided documentation;
- Issues caused by customer error;
- Issues caused by non-Ebix personnel including consulting services provided by contractors.

Technical Support

- Hardware installation and initial setup;
- Replacement of hardware;
- Support of non-approved/non-recommended hardware configurations or devices or environments;
- Issues 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;
- Issues caused by third party contractors organizations;
- Special Projects.