



Maintenance and Support Policy

The following policy is applicable to customers installing products within Bottomline's document automation solution sets, including Transform™, Create!form®, FormScape®, Optio®, MedForms™, MedEx® and QuickRecord®, as well as Bottomline's corporate payments solutions, including PayBase®, C-Series™ and non-Tier 1 WebSeries® implementations.

1. **Support and maintenance program overview.** Standard maintenance and support for Bottomline Technologies software is specifically licensed by Licensee and includes general support questions, basic installation questions, error correction, troubleshooting and self-help tools. The following are available to Bottomline customers with paid, active standard support and maintenance contracts:
 - a. **Secure, password-protected access to Bottomline's customer support website.** Available 24x7, the Bottomline Customer Care portal provides FAQs, white papers and other technical documentation¹. Additionally the Customer Care Portal allows customers to view all account data in a single view, open new technical support cases or monitor and update existing cases, contact Bottomline sales, services and support staff, review a comprehensive solution knowledgebase, and take advantage of new administrative functions.
 - b. **Access to live technical support staff is available via Bottomline's customer support website or toll-free phone line Monday through Friday², 8:30AM-8:30PM ET.** If the current release of the Software fails to operate in accordance with the applicable documentation, Bottomline shall take such measures as are reasonably necessary and practicable to determine and solve problems related to the function of the software program as designed, and to correct or eliminate any Bottomline program errors or malfunctions. Corrective measures may include patches (code fixes) or workarounds (alternate operating techniques), which will, in Bottomline's sole discretion, bring the product into accordance with its Documentation. Responses shall be on a first in, first served basis, and priority will be based on Bottomline's assessment of the severity of the problem. Problem escalation procedures will be in accordance with Bottomline's then-current policies and procedures. Bottomline Technologies does not guarantee service results or represent or warrant that all errors or program defects will be corrected.
 - c. **Software releases issued during the maintenance period.** Bottomline may recommend that Licensee install the then-current version available to correct or mitigate problems which may exist. All such service work to complete the upgrade is available on a fee basis from Bottomline's professional services organization. Software maintenance and support of obsolete versions of the software may be made available at the discretion of Bottomline. Any such agreement would be subject to a separate fee arrangement.
 - d. **The opportunity to contribute enhancement suggestions to Bottomline's product development efforts.**
 - e. **Access to Bottomline's training and professional services staff** (subject to the payment of additional charges as described in section 2).

¹ Access to the Bottomline's customer support website may be limited from time to time at the discretion of Bottomline Technologies for maintenance or as a result of circumstances beyond its control.

² Such services are not available on holidays observed by Bottomline Technologies.

- 2. Additional support services available.** Standard Maintenance and Support Services do not include training, document design or enhancement, digitizing services, on-site services, third party software support or Licensee working environment procedures (product training, testing, back-ups, hardware configuration etc.) or operation of related software, such as databases, networks, security or operating systems, or after hours support. Any problem that is submitted by the Licensee and that is not covered by Maintenance and Support Services will be subject to an additional charge. Licensee shall pay Bottomline, at Bottomline's then current hourly rates, for Bottomline's services in responding to a Licensee report of an error, malfunction, or defect, if: (a) such error, malfunction, or defect is not reproducible; (b) such error, malfunction or defect is caused, directly or indirectly, by the acts of any person intended to cause such error, malfunction or defect; (c) the Software is used in connection with a hardware configuration and system environment which are not compatible with the configuration and environment recommended by Bottomline for the Licensed Material; (d) Licensee has not installed all Releases from Bottomline; (e) the error, malfunction or defect is caused, directly or indirectly, by third party software or hardware; (f) there have been modifications or changes to the Licensed Material by the Licensee or any person other than Bottomline (g) Licensee does not assist Bottomline as required, including without limitation providing Bottomline trained or certified staff; (h) the Software is not installed and operation in accordance with the then-current Documentation; or (i) the error, malfunction, or defect is not caused by the Software.
- 3. Training.** Bottomline will only provide support to employees of Licensee who have been trained on Bottomline's Software. In the event that the employee assigned by Licensee as its Bottomline resource is no longer employed by Licensee, it is the responsibility of Licensee to replace and train such resource at cost to Licensee. Bottomline reserves the right to deny support to untrained employees of Licensee.
- 4. Expired maintenance and support contracts.** Licensees who have not paid Maintenance Fees for their then-current maintenance term are not eligible to receive Technical Support. A Licensee who has not paid maintenance and support fees for their then-current maintenance term must pay all outstanding Maintenance Fees before receiving assistance. Outstanding charges include past-due fees plus a current 12-month Maintenance Fee.

If the standard support and maintenance program does not meet licensee needs, enhanced programs are available for additional fees. If you would like to engage with Bottomline for any enhanced service, support or training offerings, please contact your Bottomline account representative.