

Webtrends Guide to Technical Support Processes

The Webtrends Technical Support department is dedicated to providing you with responsive, high quality assistance so you can install Webtrends products smoothly and keep them running effectively. Please see below for instructions on how to obtain technical support and for descriptions our support features, processes and procedures.

Scope of Support

Technical Support is intended to assist Webtrends customers troubleshoot and resolve specific issues resulting from use of Webtrends products on supported platforms. Webtrends Technical Support and its customers are partners in the troubleshooting and resolution of issues. Customers are expected to fulfill reasonable troubleshooting tasks as recommended by Webtrends support staff. Issues arising from a need for training, implementation services, and customization (scripting) may be referred to our Professional Services organizations to contract for the services appropriate to the need.

Technical Support for Webtrends products is available in multiple ways, including a product knowledge base, online support request and telephone support during scheduled support hours for current software versions to customers with a current maintenance agreement. Current versions are listed in the Knowledge Base and can be found by searching for the phrase "current version" for each product. Technical Support reserves the right to request a customer to upgrade to the current version in order to resolve a known problem or technical issue.

The following is an outline of the types of services that are typically supported:

- Help upgrading license for new features and bug fixes
- Guidance in the setup of datasources, including fine-tuning options
- Help in understanding specific features in the Webtrends application
- Help creating basic profiles
- Clarification of material covered in Help files
- Clarification of apparent discrepancies in data displayed in reports
- Addressing apparent bugs in the application
- Requests for features

The following items are not generally supported:

- Operating systems and third party applications.
- Alterations or revisions to the Webtrends software made by the customer.
- Continued support for issues, which Webtrends has provided a solution not implemented by the customer or data requested from the customer but not provided.

Named Support Contacts

Each Webtrends Support customer is required to furnish a list of support contacts, for the purpose of identifying the customer's Named Support Contacts. This list helps both us and our customers by ensuring continuance of communications for each case, as well as an increase in shared knowledge between each customer and the support team.

- Essential Care support contracts include four (4) Named Support Contacts.
- Premium Care support contracts include ten (10) Named Support Contacts.
- On Demand accounts include an Essential Care support plan; therefore they include four (4) Named Support Contacts.

Webtrends also requests that each customer identify a Support Contact Administrator, so that we may contact that individual in the event that one of the other Named Support Contacts becomes unavailable after opening a case. The Support Contact Administrator will be able to directly update (add/change/remove) the Named Support Contacts for their organization. The Support Contact Administrator may be one of the Named Support Contacts for the organization, but this is not required.

It is the customer's responsibility to keep contact information for all Named Support Contacts up to date. Webtrends cannot accept responsibility for a failure to respond to a new support case in a timely fashion if the contact information provided by the customer to Webtrends for the Named Support Contact is inaccurate.

New support cases will only be accepted from Named Support Contacts. Follow-up communications may include additional representatives from the Customer at the sole discretion of Webtrends, and subject to the terms of the Webtrends Support contract. When receiving support requests from non-Named Support Contacts, Webtrends will redirect those support requests to the Named Support Contacts for the organization.

A customer may request to change a Named Support Contact at any time, however, please be aware that requests sent via e-mail may take up to 5 business days to complete. If the change request is completed online the change should take effect immediately.

While it is not required at this time, it is strongly recommended that the Named Support Contacts be trained in using and administering the Webtrends products being used.

Product Life Cycle

All products go through different phases during their lifecycle; the length of each phase may vary according to the actual product. These phases include:

- Beta code available (Supported)
- General availability (Supported) - Current product version, software updates may be made available
- Continued Support (Supported) – Supported, software updates only for high severity defects
- Sunset Period (Scheduled for Withdrawal) – Supported, no software updates
- End of Life – No Support

Supported Products

The level of technical support available during a product lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each Webtrends product can be found online at <http://www.Webtrends.com/supportdl/articles/supportedproducts.pdf>

- **Beta** - During a product Beta Webtrends will provide support, during normal working hours, for the product. Beta code is only available to customers with a current support plan agreement who have been accepted into a Beta program.
- **General Availability** - During the first year of a product's lifecycle Webtrends will provide support and maintenance offerings, which will allow you to choose the most appropriate level of support for your organization. Maintenance offerings will consist of maintenance releases, service packs and/or hot fixes. Hot fixes and service packs are not available for all products. Support services include, but not limited to Knowledge Base, Online support, and Phone support during business hours. 24x7 phone support is also available to Premium support plan customers.
- **Continued Support** – During the second year of a product's life, when a replacing version is released, Webtrends may offer limited support on the prior versions answering usage questions only. Defects considered high severity (see Severity 1 and 2 in Severity Levels section below) may be fixed during this stage. No other defects or feature requests will be considered while the product is in this phase of the life cycle. Technical Support reserves the right to request the customer to upgrade to the current version, only available with a current support plan agreement.
- **Sunset Period** – In the third and final year of a product's lifecycle Webtrends will continue to provide support for the product. Providing technical support does not imply that Webtrends will fix software defects

or make changes to the software. Webtrends will continue to make Knowledge Base articles available for a further period beyond this end date. Webtrends will not accept support requests for versions after they have been in the sunset period for more than 12 months or for products available at no charge.

- **End of Life** – After the third year of a product's lifecycle, 12 months after entering the Sunset Period, the product is End of Life and no longer supported. Customers *can* purchase up to an additional 12 months to extend the Sunset period for some products. Please contact your account manager for details.

Example*:

- 9.0 released Summer 2010
- 10.0 released Summer 2011 – 9.0 enters Continued Support phase
- 11.0 released Summer 2012 – 9.0 enters Sunset period and 11.0 enters Continued Support
- 12.0 released Summer 2013 – 9.0 enters End of Life, 10.0 enters Sunset Period, and 11.0 enters Continued Support.

**This example does not reflect the lifecycle for any Webtrends product line. It is provided as an example only.*

- All products will be Supported for three years; one year in each of the General Availability, Continued Support, and Sunset Period of the product lifecycle.
- With the release of Webtrends Analytics 9.x in Summer 2010 this is the new lifecycle policy for Webtrends on-premise software.
- With the release of 9.x in Summer 2010, version 8.7x will enter Continued Support, all other 8.x software versions will enter a 12-month Sunset Period as indicated in the previous policy.

Webtrends Product Customer Center – In-Product/Service Support

The Webtrends Customer Center is available to all Webtrends product users. The Customer Center brings together a wide variety of materials to help you learn how to use Webtrends more effectively, including white papers, interactive training modules, documentation, and business case studies. To access the Customer Center, click **Customer Center** in the left pane of the Admin Console.

SupportNet and Knowledge Base

Webtrends SupportNet is available to customers with a current support maintenance plan, partners and resellers. SupportNet allows access to the Webtrends Knowledge Base as well as support case management. For non-urgent issues, we recommend you submit your technical support requests via the SupportNet by following the SupportNet Link at www.Webtrends.com/Support/.

Request SupportNet Access:

Webtrends customers with a current support maintenance plan, partners and resellers may request access to SupportNet by selecting the Request Access link under the SupportNet logo at <http://www.Webtrends.com/Support>.

- **SupportNet Username:** Your corporate email address will be your Online Support Center Username
- **SupportNet Password:** Once your request has been received Webtrends technical support will email you a temporary password. You will be asked to change this password the first time you logon. If you lose or forget your password, follow the "Forgot Your Password?" link provided on the SupportNet login page.

Telephone Support

Telephone Support is available to customers with a current support plan or in the product's trial evaluation period. If you purchased your product from a Webtrends distributor, you may be asked to provide proof of purchase such as a copy of the purchase invoice or packing slip. Webtrends offers 24x7 pager support for high severity issues to customers with a Premium Care plan.

Contact numbers for Webtrends Essential and Trial support may be found at <http://Webtrends.com/Support/Contact.aspx>

North and South Americas Support

1-503-223-3023
Monday – Friday
8 a.m. to 8 p.m. Eastern Time, USA
5 a.m. to 5 p.m. Pacific Times, USA

Europe, Middle East, and Africa

+44 (0) 1784 463 555
Monday – Friday
London 8 a.m. to 4pm GMT
Munich 9 a.m. to 5 pm CET

Premium Customers should refer to their Premium Support Welcome E-mail for information on Premium contact numbers.

Note: To receive technical support by phone, you must either:

- Have a current Maintenance Plan.
- Have registered your trial product and currently be in your evaluation period.

To ensure that we can address your issue quickly and efficiently, make sure to:

- Have your Webtrends product registration numbers.
- Have your support service request number if you are calling about an existing case.
- Be at the computer where the affected product is running and have a copy of the product documentation at hand.

Email Support

Trial and Premium Support customers are offered email support options on the Webtrends.com support website.

How Requests are Logged and Tracked

For each specific support request, Webtrends Technical Support creates a case and assigns it a case number. If you call or email with several different issues, we may create different case numbers to track each individual issue. Be sure to make a note of the case number, and provide it with any subsequent contacts regarding that issue.

Response Times

A response means that we answer your call or web request and acknowledge your issue, then assign the issue a service request number. In some cases, we may need to obtain additional information from you in order to resolve the issue. Response times depend on the severity level of the issue. The support technician will determine your problem's severity level based on guidelines listed below. If you have a Premium Care Support Plan, you will receive priority routing regardless of your level of severity.

- **During Regular Business Hours:**
Calls and emails will be routed directly to the Technical Support Engineers on duty.
- **Outside of Regular Business Hours:**
 - **Essential Care Support** customers may call Technical Support and leave a voicemail message. Your call will be returned on the next business day.
 - **Premium Care Support** customers may contact Technical Support after regular business hours for support issues with Severity level 1 (system down) or level 2 (critical). For contact information, please refer to the Premium Care website. When calling after regular business hours, your initial call will be answered by our answering service. You will need to provide your contact information and the product you are calling about; the appropriate support technician for that product line will then be paged. You can expect a return call within 60 minutes.

Required information for Logging a Support Request

When submitting a case, please provide the following information:

- Company name
- Contact's name, phone number (including extension), and email address
- Brief description of the problem (in the email subject line)
- Case number if this is a continuation of an existing request (in the email subject line)
- Webtrends product name and product version number
- Detailed description of the problem, including any steps required to reproduce the problem
- For any ongoing communication with technical support about an active case, please include the case number. Include it in the web form, your voice mail message, or have it ready to provide the support engineer.

If you purchased your product from a Webtrends distributor, you may be asked to provide proof of purchase such as a copy of the purchase invoice or packing slip.

Severity Levels

The table below outlines the different severity levels of cases, the recommended method of contact for each severity level and the associated targeted response time. These are targeted case response times and not resolution times. Targeted response times apply only to cases submitted during posted support hours. Customers with a Premium Care Support Plan may report severity 1 (system down) and severity 2 (critical) issues outside of regular business hours.

IMPORTANT: For severity levels 1 and 2, it is strongly recommended that you phone technical support. For issues submitted to technical support via the website or e-mail, we will respond either by email or phone within the timeframes designated for Severity 3 or 4 issues.

Severity Level	Description	Contact Method	Response Times
1) System Down	System is inoperable, not functioning; data is lost.	Phone	Premium Care = Immediate to 30 minutes Essential Care = Immediate to 1 hour
2) Critical	Business outage or significant impact threatening future productivity. Very difficult to work around; system is somewhat usable	Phone	Premium Care = Immediate to 1 hour Essential Care = 2-3 hours
3) Work-Around	Issue impact is high; production is proceeding but in an impaired fashion. Workarounds are available.	Phone or Online Support Center	Phone = Immediate to 1 hour Online Support Center = 4 to 48 hours
4) Minor	Issue does not have significant current productivity impact. Examples, product enhancements, usage questions, and cosmetic problems.	Phone or Online Support Center	Phone = Immediate to 1 hour Online Support Center = 4 to 48 hours

Product Updates

Fixes and patches may be made available through the following methods: Website download, Email from a support engineer, FTP site (client-assigned password protected), Diskette, or CD (upon request).

Product Version Upgrades

Upgrades are available to customers with a current support plan; provided that Webtrends reserves the right to change the terms and conditions of such upgrade license. Version updates are issued, upon request, to the person who was identified as the technical contact in your organization's support contract. Technical support on non-current versions varies depending upon the lifecycle phase that the product is in. Product lifecycle information for all Webtrends Product is available online at <http://www.Webtrends.com/supportdl/articles/supportedproducts.pdf>

For more information about product updates please visit the Upgrade Center:

<http://www.Webtrends.com/CustomerCenter/upgradecenter.aspx>

Escalation Procedures

The Webtrends escalation procedures raise the visibility and importance of your problem within the Webtrends Corporation. Webtrends may, at its discretion, pass any case into the escalation process.

In general, if you are not satisfied with a response from the technical support staff, you may request that the issue be escalated to a Senior Technical Support Engineer, Support Manager, or your local Territory Sales Manager.

Maintenance Renewals and Guidelines

Webtrends Account Management department is dedicated to providing responsive, high-quality assistance with your maintenance agreement renewals and related inquiries. This ensures continued access to technical support and product updates.

For more information about product updates please visit the Optimization Center:

<http://www.Webtrends.com/CustomerCenter/OptimizationCenter.aspx>

Termination & Cancellation of Maintenance

You may cancel maintenance at any time. If maintenance is cancelled prior to the Expiration Date, you still qualify for all terms under maintenance until the Expiration Date. At that time, the maintenance on the licenses will be canceled and subject to the then current Webtrends Re-instatement policy. In-term cancellations will not result in a refund.

Non-Payment

- If no payment or purchase order is received by the Expiration Date, access to authenticated online support areas will automatically expire and cannot be reinstated until a renewal order has been completed.
- If no payment or purchase order is received following the Expiration Date, Webtrends will send a notification stating either must be received or the maintenance on the licenses will be terminated.
- If no payment or purchase order is received within 30 days of the Expiration Date, Webtrends will terminate the maintenance and send a Termination Notice. Once Webtrends sends a Termination Notice, your organization will be subject to the then current Webtrends Re-instatement policy.

Re-instatement Policy

You may re-instate a Webtrends Maintenance Agreement within 60 days of the Expiration Date with the following considerations:

- All backdated maintenance must be paid for in full. The term of backdated maintenance is from the
- Expiration Date to the current date.
- 12 months of maintenance going forward is required on all licenses being re-instated.

If a maintenance agreement has been expired for 60-days or longer you will then be required to purchase new Webtrends licenses before obtaining a new maintenance agreement. Special pricing is available for the licenses purchase and can be obtained from the Webtrends Account Management department.

Webtrends Support Plan, Services and Offerings

Webtrends reserves the right to alter its Technical Support Plans, Services and Offerings without prior notice.