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Xerox® Docushare®
Content Management Platform
Customer Support Plan

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1. Introduction

This document aims to provide a clear description of the policies governing the Xerox DocuShare service and support.

This document covers

- Scope of Services
- Services Availability
- Technical Support Services
- Exclusions and Limitations

2. Scope of Services

The role of the Xerox® DocuShare® Customer Support Team is to respond to specific technical issues reported by the DocuShare site administrator associated with the functionality of the DocuShare technology itself. This may include answering questions related to features and functionalities used by the DocuShare site administrator.

On-premises installs of DocuShare

- Two persons will be designated as the main contacts, one of whom shall be the primary and the other of whom shall be the backup, respecting your communications with Xerox relating to Software Support under this Agreement. Such persons shall be the only person(s) with whom Xerox is obligated to communicate under this Agreement. Except as otherwise specified below, communications may be affected by emails or Teams meetings.
- Customer is required to provide an adequately resourced configuration for their intended system volume and usage to maintain product support.
- Customer shall perform preliminary diagnosis of problems to eliminate those due to operating system, hardware faults and user error.
- Customer shall provide an accurate and complete description of the problem to support. The customer shall assist in problem resolution by providing copies of logs and/or files deemed necessary by support. All such materials shall be considered confidential.
- Customer will install new software maintenance releases within a reasonable time of receiving them.
- Customer shall perform regularly scheduled system backups and maintenance in addition to keeping anti-virus software current.

3. Support Services Availability

NOTE: Customers must have valid support agreements to contact Xerox® DocuShare® Customer Support.

Support is available 24 x 7, 365 days-a-year. French support is available Monday through Friday, 9-5 EST. (Response times may be delayed on major holidays and weekends). Support can be reached at DocuShare.Support@Xerox.com.

The Xerox DocuShare Help Center is available at https://help.docushare.com/

The Xerox DocuShare site administrator is the primary contact for Xerox® DocuShare® Customer Support.

To better understand and resolve a request as quickly as possible, a customer should provide the following information when contacting Xerox® DocuShare® Customer Support.

Essential info for Xerox DocuShare support:

XEROX DOCUSHARE

- DocuShare Host ID
- DocuShare version, including any updates installed.
- DocuShare platform information (operating system version including updates, hardware configuration, and recent maintenance activities)
- Problem details such as the exact steps that led to the problem, the content of error message(s) displayed, and problem reproducibility.

XEROX DOCUSHARE FLEX

- DocuShare Flex URL
- The person contacting support should have a role as a coordinator user.
- Problem details such as the exact steps that led to the problem, the content of error message(s) displayed, and problem reproducibility.

XEROX DOCUSHARE GO

- DocuShare Go Subscription Reference number.
- Problem details such as the exact steps that led to the problem, the content of error message(s) displayed, and problem reproducibility.

4. Technical Support Services

Xerox DocuShare Customer Support is staffed with knowledgeable and trained support engineers who are ready to assist customers.

Incident Reporting

Incident reporting is done via the DocuShare Ticketing System. A case number is assigned for each reported DocuShare issue. This number is used in all communications with the customer and allows for easy tracking of the problem and its resolution. Incidents will be categorized and handled according to an assigned priority level, as determined by Xerox DocuShare Customer Support, indicated in the table below. The Xerox DocuShare Customer Support Team uses commercially reasonable efforts to respond to each support incident within the applicable response time and reduce the priority of cases, as shown below. Response times indicated below specify the time for initiation of investigation of the problem, not the length of time within which such problem may be resolved.

Initial Response

Initial Response means the supplier's initial response to the buyer regarding the issue reported. The supplier performs severity classification within 2 (two) hours and provides acknowledgment or notification to the buyer of the determined severity. The supplier maintains communication with the buyer according to the following guidelines.

Xerox Docushare Support Response Time

Severity	Description	Level of Effort	Initial Response	Status Updates
1	System is completely down, no work can be performed, all users affected	Continuous best efforts, 24 hours per day, 7 days per week	Immediate, but in no event to exceed 2 hours	Every hour until a Service Restoration is provided
2	Critical function within the system is down, some work can still be performed, multiple users affected	Continuous best efforts, 24 hours per day, 7 days per week	4 hours	Every 2 hours until a Service Restoration is provided
3	Non-critical issues (password resets, user account setup, etc.) and issues of limited scope or impact on end users	Commercially reasonable efforts, during normal US business hours	1 Business Day	N/A

Xerox DocuShare Customer Support shall use reasonable efforts to solve the case by providing a case resolution or acceptable workaround that reduces the issue's severity within the time allotted ("Average Resolution Time").

Average Resolution Time

Severity	Average Resolution Time
1 – Critical	36 hours
2 – High	48 hours
3 – Medium	5 days

Average Resolution Time is a guideline that provides no guarantee or warranty of the objective described therein.

5. Exclusions and Limitations

Xerox DocuShare Software Support Exclusions

Support service does not include service to the Software resulting from or associated with:

ON-PREMISE DEPLOYMENT EXCLUSIONS

- Customer's improper use, management, or supervision of the Software or other failure to use the Software in accordance with DocuShare's specifications; or
- Customer's repair, attempted repair, or modification of the Software without prior authorization from DocuShare; or
- Customer's end-user computer or operating system malfunctions; or
- Services required for application programs and/or conversions from products or software not supplied by DocuShare; or
- Reprogramming, including reconfiguring the Software or rebuilding the Customer's database.
- Any cause external to the Software including, but not limited to, electrical work, fire, flood, water, wind, lightning and transportation, or any act of God; or
- Customer's failure to continually provide a suitable installation environment as specified in DocuShare's specifications.

NOTE: In addition to the Support exclusions above, the following Services are NOT covered by your DocuShare Support Service Agreement and are subject to the applicable DocuShare Service rates.

Additional On-Premise Deployment Exclusions

Support service does not include Configuration Changes, Reprogramming, New Programming

INSTALLING OR REINSTALLING APPLICATIONS

- Adding a Workstation
- Moving the Application
- Custom Reports or Custom Application Extensions
- Implementation or configuration services related to upgrading products such as, but not limited to,
- Software implementation
- Porting custom software (i.e., reports)
- Change management.
- Training
- New functionality deployment
- Application interfaces
- Importing new data i.e., from acquisitions or purchasing of another company.

NOTE: Such as but not limited to.

INSTALLING OR REINSTALLING APPLICATIONS

- Reinstalling following a Hard Drive Crash
- Service Release
- Database Administration Maintenance or Services such as, but not limited to,
- Database scripts
- Writing or customizing database scripts for data reporting and/or retrieval
- Performance Tuning
- Sizing

NOTE: Such as but not limited to.

DISASTER RECOVERY

- Database backup strategy and/or setup
- Troubleshooting Environmental Issues such as, but not limited to,
- Operating System
- Network Issues
- Firewalls
- Servers
- Workstations
- Single Sign On
- Virtual server configuration

NOTE: Such as but not limited to.