



Lightbox Reward Service Support Policy

At Lightbox Reward, we want to help our customers make the best use of our software products through effective and responsive support. In support of this, the following service support policy sets the expectations for your relationship with Lightbox Reward's Technical Support team.

Working with Lightbox Reward Technical Support

Remote technical support is available for all Lightbox Reward customers.

Our Commitment

We are constantly striving to deliver an excellent level of service and create closer customer relationships. You can expect consistent, professional, high-quality service from Lightbox Reward, which means:

- We expect our Support Representatives to conduct themselves professionally at all times
- We are committed to providing the best customer experience possible
- You will be treated with respect and given every consideration possible
- Our goal is to provide our customers with resolutions the first time, every time
- You have a right to request manager escalation for unresolved or "network down" issues

Technical Support Services

- General Support Services
- Software Maintenance and Bug Fixes

General Support Services

Technical support for Lightbox Reward software includes:

- Telephone support
- E-mail support

Some of the ways in which we can help you successfully use our software are:

- Suggest the appropriate procedure, language feature, or products for the particular type of analysis or functionality that is requested.
- Answer questions about specific details of procedures, such as discussing available features, options, and limitations.
- Isolate, document, and find circumventions for reported software defects.
- Work with Lightbox Reward software development team to provide safe fixes for our software, as we deem appropriate.
- Provide limited and general statistical advice on a case-by-case basis; however, it is your responsibility to determine which type of statistical analysis is appropriate for your needs.
- Provide support for the interaction between Lightbox Reward software and any third-party software that ships with the Lightbox Reward software.
- For other third-party applications, we are glad to convey any knowledge that we have, but we cannot provide support for another vendor's software.

Lightbox Reward Technical Support applies only to Lightbox Reward licensed software products.

Modifying Lightbox Reward software products or attempting to reverse engineer, reverse assemble or decompile Lightbox Reward software, or in any way attempting to recreate or modify the source code for any Lightbox Reward software, is never authorised under your Lightbox Reward service agreement.

Support Eligibility

Technical support is available to all customers using Lightbox Reward software. However, you are encouraged to engage your designated on-site Lightbox Reward expert (usually HR) as your first support contact. If your on-site Lightbox Reward expert cannot resolve your issue, please ask them to contact Lightbox Reward Technical Support to report your problem.

When you contact Lightbox Reward Technical Support, you might be required to provide information, such as your Lightbox Reward site number, company name, e-mail address, and phone number, that identifies you as a licensed

Lightbox Reward software customer. Failure to provide this information might preclude Lightbox Reward Technical Support from taking action on your issue.

Support Cost

For most Lightbox Reward products and solutions, there is no additional charge for technical support. Support of our software is considered a part of the service agreement. Charges for any additional fee-based Technical Support services will be outlined in your service agreement.

Supporting Hours

Support is provided in English from our headquarters in Edinburgh, United Kingdom. Support hours are Monday to Friday 9:00 a.m. to 5:00 p.m. GMT.

Problem Response Time

All problems reported to Technical Support are initially handled by a Support Representative who works with you to identify and (in some cases) solve your reported problem. If the problem is not resolved during the primary contact, the Support Representative assigns a tracking number to the problem and does additional research or might pass it to a specialist.

The following table displays the targets for initial follow-up and frequency of updates for problems with different severities and conditions. The goals for initial follow-up after a problem with production software is first reported are based on the nature and severity of the problem. The Support Representative will attempt to contact the customer who reported the problem within the response time goals described below.

Severity Level	Condition	Initial Follow-up*	Target Fix Time	Frequency of Updates
CRITICAL (Priority 1)	A critical Lightbox Reward system is down or does not function at all, and there is no circumvention for the problem; a significant number of customers are affected, and a production business system is inoperable.	1 business hour **	4 business hours**	Hourly**
SERIOUS (Priority 2)	A component of Lightbox Reward's software is not performing, creating a significant operational impact.	2 business hours**	10 business hours**	Every 4 business hours**
MODERATE (Priority 3)	A component of Lightbox Reward is not performing as documented; there are unexpected results; problems are circumventable; there is moderate or minor operational impact.	6 business hours**	5 business days	Every 2 business days
MINOR (Priority 4)	Questions pertain to usage questions or clarification of documentation.	24 business hours**	12 business days	Every 5 business days
WISH LIST (Priority 5)	Customer offers suggestions or requests new product features and enhancements.	24 business hours**	As fits with development plans	Every 30 business days
	* For problems that are assigned to a Support Representative, <i>initial follow-up</i> is defined as the time between when the problem is initially reported and our specialist contacts the customer. ** Does not include weekend or other non-business days			

Because Lightbox Reward cannot guarantee less than 24-hour response on problems tracked electronically, you should report Severity 1 or 2 problems by phone.

Information Needed When Submitting a Support Request

You can submit a support request by email or by telephone. Providing the following information will ensure that your issue is resolved as efficiently as possible:

1. Software versions and types of equipment
2. Description of problem and symptoms (only one problem description per request)
3. Case severity

Resolving Problems

Due to the complex nature of software development and operating environments, Lightbox Reward cannot guarantee the time that it will take to resolve a problem. In addition, our response times may be affected if a customer fails to provide requested information and/or refuses to provide Lightbox Reward with remote access to the customer's relevant network(s) or system(s), as applicable. We make our best effort to resolve problems as expeditiously as possible.

Remote Support Sessions

Under certain circumstances, Lightbox Reward Technical Support staff use remote support sessions to troubleshoot and diagnose reported issues. When needed, we will initiate the remote session and provide connection instructions. Parameters defining the length, audience, and goals of a remote support session are jointly agreed upon before the remote session is initiated.

Managerial Escalation

If at any time you believe that a case is not being handled in accordance with the service levels in your support contract, or if you wish to comment on the way a particular case is being addressed by our representative, please contact Lightbox Reward and request to speak with your Business Development Manager.

Software Maintenance and Bug Fixes

Lightbox Reward provides maintenance for the Lightbox Reward system through fixes, that might be supplied individually or in bundles.

While we attempt to provide fixes for serious problems, there might be cases where it is impractical or impossible to generate a fix, due to compatibility issues or the potential for introduction of unwanted side effects.

Support Services for Current and Prior Releases of Software

The current release of Lightbox Reward's Benefit Hub software (V3) is the latest release. We provide fixes for critical problems occurring in this release. We also provide fixes for selected critical problems in the two most recent, non-current releases. For all releases, regardless of age, we provide technical support running on these supported operating systems in accordance with information in the tables below. However, if a Lightbox Reward customer chooses not to install the most current release of the software, then the level of support available will diminish over time.

In general, Lightbox Reward provides:

- Level A support for the current Lightbox Reward release and the release immediately prior
- Level B support for the release immediately prior to the supported level A releases

The support levels for Lightbox Reward software releases are indicated in the following table:

Support Levels for Lightbox Reward Software			
Support Level	Support	Activity by Technical Support Staff	Support and Fixes
A	Phone E-mail	Investigates all reported problems. Provides circumventions, where possible.	Provided for critical problems
B	Phone E-mail	Investigates all reported problems. Provides circumventions, where possible.	<i>Might</i> be provided for selected critical problems. Provides fixes where already available.

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