



Laserfiche Software Support Plans

Laserfiche software support plans offer various technical support options and comprehensive professional service packages for Laserfiche on-premises and cloud systems. In addition to the benefits described in this policy (“**Support Plan Policy**”), software support plans provide tremendous cost savings and plenty of resources that maintain the health and performance of your Laserfiche solution.

All software support plans are on a yearly subscription basis and accompany the applicable software product designed, developed, created, written, owned, or licensed by Laserfiche (“**Laserfiche Software Solution**”). Payment of Laserfiche software support plans should be made in accordance with the applicable requisition document(s) either directly to Laserfiche or an authorized Laserfiche Solution Provider. To learn more about Laserfiche software support plans, please refer to this Support Plan Policy, which may be updated from time to time.

NEW SYSTEMS

A customer that licenses a new system must subscribe for at least one year of a software support plan. Customers who license a perpetual system will receive an additional 30 days of software support plan at no cost. As such, the software support plan renewal date for perpetual systems will be 13 months from the invoice date. The software support plan bundled with Subscription and Cloud systems will auto-renew 12 months from the invoice date (“**Subscription Renewal Date**”). The license for an on-premises Subscription system will cease to work 30 days after the Subscription Renewal Date if payment is not made. Customers must reactivate the on-premises Subscription system following payment of the software support plan renewal to ensure uninterrupted usage.

SOFTWARE SUPPORT PLAN OPTIONS

Laserfiche software requires a software support plan to receive benefits including technical support, access to the latest version releases, hotfixes and patches, online support resources and more.

To maximize your investment, Laserfiche offers a higher level of support through its premium level plans. Premium plans receive enhanced technical support through (a) direct webchat communication with Laserfiche support personnel, (b) priority attention for any Laserfiche Software Solution support cases submitted to the Laserfiche team, and (c) preferred pricing for Laserfiche Regional Training and the annual Laserfiche Empower Conference.

	Basic Required with Avante, bundled with Cloud	Basic Required with Rio, bundled with Subscription	Premium Upgraded service for Avante, Rio, Subscription, and Cloud basic support
Automatic access to new product update versions and hotfixes ¹	✓	✓	✓
Access to purchase additional software	✓	✓	✓
Software credit eligibility for product upgrades ²	✓	✓	✓

¹ To receive periodic product updates for a Laserfiche Software Solution, its associated software support plan must be purchased and maintained throughout the software term.

² See Software Support Plan and Software Credit Eligibility section for details.

Laserfiche support case response times ³	24 business hours	24 business hours	4 business hours
24/7 access to the Laserfiche Support Site and Laserfiche Answers discussion forums	✓	✓	✓
Direct-to-Laserfiche webchat ⁴		✓	✓
Preferred pricing on Laserfiche Regional Training and the annual Laserfiche Empower Conference ⁵			✓

RENEWALS

Laserfiche Solution Providers will receive a renewal quote 90 days prior to the customer’s renewal date. Solution providers will have up to 90 days leading to the customer’s renewal date to (a) make adjustments to an existing configuration, then (b) notify Laserfiche of intent to renew upon the customer’s explicit consent to move forward with the renewal quote. Upon confirmation, Laserfiche will provide an invoice for the upcoming renewal to the solution provider, who is committing to remit payment by the invoice due date.

If an expansion is quoted before renewal confirmation, then the corresponding software support plan will prorate to the customer’s current expiration date. If an expansion is quoted after renewal confirmation, then the corresponding software support plan will prorate to the customer’s future expiration date, taking into account the renewal commitment.

SOFTWARE SUPPORT PLAN AND SOFTWARE CREDIT ELIGIBILITY

Customers may apply software credit towards the purchase of a Laserfiche Software Solution of equal or greater value (“**Product Upgrades**”), where the amount credited is up to the total initial purchase price of the applicable Laserfiche Software Solution. Ancillary payments such as customer installation fees or extraneous professional services cost are not eligible for credit amounts.

Product Upgrade	Credit Awarded
Perpetual to Perpetual licensing <i>(e.g., Team or United to Avante/Rio or Avante to Rio)</i>	Software and remaining prepaid software support plan credit towards trade-in cost
Perpetual to Subscription-based licensing <i>(e.g., Avante/Rio to on-premises Subscription/Cloud)</i>	Remaining prepaid software support plan credit towards first-year subscription cost
Subscription-based to Perpetual licensing <i>(e.g., on-premises Subscription/Cloud to Avante/Rio)</i>	No credit given

To be eligible for software credit of a Product Upgrade, the software support plan associated with the new Laserfiche Software Solution must be of equal or greater value than the applicable software support plan associated with the Laserfiche Software Solution presented for trade-in. For example, if upgrading to Rio, the software support plan should be of equal or greater value than that of the Avante system being traded in. Multiple affiliated Laserfiche Software Solutions may be traded in for a single system, subject to Laserfiche approval.

If upgrading to subscription-based licensing, Laserfiche will credit the current prorated software support plan towards

³ Laserfiche HelpDesk allows solution providers to submit support cases to Laserfiche support engineers and availability is based on normal business hours, which are Monday through Friday, 6:00AM to 6:00PM U.S. Pacific Time, excluding public holidays.

⁴ Webchat is a direct line of communication for your designated support personnel to chat with Laserfiche support engineers available Sunday 6:00PM through Friday 6:00PM US Pacific Time, excluding public holidays.

⁵ Receive 50% off Empower registration fees and buy two registrations get one free for Regional Training.

first-year subscription costs upon receipt of a signed Laserfiche Letter of Removal (LOR), which acknowledges forfeiture and removal of the perpetual Laserfiche Software Solution being traded in.

If the software support plan is expired at the time of request for a perpetual to perpetual licensing Product Upgrade, the software support plan subscription must be reinstated prior to trade-in to qualify for maximum software credit. If the software support plan was expired for less than one year when upgrading, the end user must pay the Reinstatement Fee (as defined below) to receive 100% software credit. If the software support plan is expired for more than one year when upgrading and the end user does not pay the Reinstatement Fee, the following partial software credit will be applied:

Expired Software Support Plan Duration	Software Credit Awarded
1 – 2 years	60%
2 – 4 years	40%
4 – 5 years	20%
5+ years	0%

MAINTAINING SOFTWARE SUPPORT PLANS

In order to receive uninterrupted support for perpetual on-premises Laserfiche Software Solutions, you must maintain a software support plan for the term of the Laserfiche Software Solution. In the event that your software support plan is expired for more than 45 days, the plan will need to be reinstated as described in this Section and an additional reinstatement fee will apply (“**Reinstatement Fee**”). The total “**Reinstatement Cost**” includes one year of the software support plan in addition to the Reinstatement Fee. The reinstated software support plan will be valid for one year from the date the renewal invoice with the reinstatement fee was submitted.

The Reinstatement Fee is a 10% markup on the lapsed value of the software support plan. The Reinstatement Fee includes the number of days lapsed since your software support plan expired.

Reinstatement Fee example:

The annual software support plan expired on 1/1/19 and the renewal invoice is \$1,000.

On 8/25/2019, the customer chooses to reinstate their expired software support plan. In this example, the software support plan has lapsed for 236 days (1/1/2019 – 8/25/2019).

Reinstatement Fee calculation:

Year(s) lapsed = number of days lapsed / 365 days

$$236 / 365 = 0.6466$$

Value of lapsed support period = annual renewal amount * year(s) lapsed

$$\$1,000 * 0.6466 = \$646.58$$

Reinstatement Fee = 10% markup * value of lapsed support period

$$1.1 * \$646.58 = \$711.24$$

Total Reinstatement Cost = Reinstatement Fee + annual renewal amount

$$\$711.24 + \$1,000 = \$1,711.24$$

*Please note that customers who transition from a perpetual Team, United, Avante, or Rio system to either Laserfiche Subscription or Laserfiche Cloud and want to return to their perpetual system will not be charged a Reinstatement Fee.

Terms and Conditions

Laserfiche Software Support Plans do not include support for installation, configuration, customizations, preventative maintenance, integrations, migration, deinstallation, support for other software applications, or relocation services to Laserfiche Software. Software Support Plans strictly excludes coverage for malfunctions, problems and related service requests that are caused by: (a) alterations, additions, deletions, adjustments, or repairs unless directly caused by Laserfiche, its employees, Solution Providers, or subcontractors approved by Laserfiche in writing, or (b) defects, malfunctions or other problems in your hardware or non-Laserfiche software products, or your configurations, integrations, applications or customizations. Software Support Plans will not cover the service or repair of any system or component that has been damaged as a result of: (i) accident, misuse, neglect, failure to follow instructions for proper use, care or cleaning of your hardware or Laserfiche Software Solution; (ii) a force majeure event including, but not limited to, lightning, flooding, tornados, earthquakes, hurricanes, strikes, civil disturbances, terrorism or war; (iii) failure due to external factors such as accidents, fires, failures or fluctuations of electrical power or air conditioning, criminal activity, hacking or malicious interference with internet or telecommunications systems, and other acts or events beyond Laserfiche's control; (iv) abuse or excessive wear and tear; (v) third-party software, software configurations, applications, emails, downloads or any data files, worms or viruses that may corrupt your Laserfiche software or your other systems; or (vi) the moving of your system from one geographic location to another or from one purchaser or entity to another. Before requesting services from Laserfiche, it is your responsibility to back up the software and data on your hard disk drive and on any other storage device(s) in the system.