

CollabraSpace Inc.

ANNUAL SUPPORT AND MAINTENANCE POLICIES

This CollabraSpace Annual Support and Maintenance Policies document describes the procedures for product updates and the support of CollabraSpace customers who have purchased CollabraSuite products from CollabraSpace or an Authorized Reseller. CollabraSpace, in its sole discretion, may modify these policies to meet changing business and legal requirements. Current versions will be posted on CollabraSpace's website at <http://www.collabraspace.com>.

CollabraSpace Customer Support and Maintenance Services

Annual Support and Maintenance Services are available for all CollabraSuite products and provide supported customers ready access to Maintenance Releases, telephone support, and electronic support via web-based and email support tools.

Unless otherwise stated in the Order for the licensed products, Annual Support and Maintenance Services, including pricing, reflect a 12-month Support Services Term for services as described below. Customers must purchase an initial 12 months of Annual Support and Maintenance Services for each product licensed. After the initial 12-month Support Services Term, customers may allow Annual Support and Maintenance Services to lapse. However, if a customer wishes to reinstate Annual Support and Maintenance Services after a lapse, reinstatement will be subject to a Reinstatement Fee of 150% of the fees that would have been applicable during the period of the lapse, in addition for the normal fee for the following 12 months of Annual Support and Maintenance Services.

Subject to additional terms and conditions, customers may also order customized support services.

CollabraSpace will normally maintain and support the current version of each CollabraSuite product plus one prior major release (designated by a change in the number to the left of the first decimal point), but reserves the right to "sunset" maintenance and support for any product. In such event, customers who wish to continue receiving Annual Support and Maintenance Services will need to upgrade to a supported version of the product. If no supported version of the product exists, or the customer elects not to upgrade, then CollabraSpace may, at its option, provide a prorated refund of the Annual Support and Maintenance fee for the current Support Services Term.

Support Services

Support Services are ordered annually in advance of CollabraSpace's provision of Support Services. Support Services ordered by customer will be provided under CollabraSpace's policies in effect on the date the services are ordered. Primary Support Services include web-based and email support and telephone support on an as-needed basis.

Electronic Support Services

Web-based and email support are the recommended vehicle for accessing Support Services for priority needs. These tools provide immediate and continuous feedback regarding the status of the requested services. Support Services can be accessed by emailing support@collabraspace.com or by completing the Support Form at http://www.collabraspace.com/support/support_form.jsp. All emails to this account should include the following information:

- Name and contact information of the end-customer
- Detailed description of the issue or request
- Detailed Server Information
 - CollabraSuite Version Number (available from online help)

- Server Operating System (e.g. Windows 2000, Solaris)
- Database Vendor and version (e.g., Oracle 9.2.0)
- Application Server Vendor and version (e.g., BEA WebLogic 8.1 SP4)
- Any errors or exceptions logged in the Application Server console
- Detailed Client Information
 - Client Operating System and version (e.g., Windows XP Pro SP2)
 - Client Java Plugin and version (e.g., Java Plugin 1.4.2)
 - Client browser and version (e.g., Internet Explorer 6.0)
 - Any Java Plugin Console errors or exceptions

Once an email or web-based Support Form has been submitted, a case will be opened and the submitter will be provided a support Request Number. The Request Number will be the basis for tracking the issue until resolved.

Telephone Support Services

The CollabraSpace Customer Support Center offers Telephone Support Monday through Friday, 8:00am to 6:00pm, Eastern US Time. Telephone Support can be accessed by calling 410 224-3061. Callers should be prepared to answer all of the questions outlined in the Electronic Support Services section. If the issue is not resolved during the initial phone call, a case will be opened and the caller will be provided a support Request Number. The Request Number will be the basis for tracking the issue until resolved.

For efficient resolution to Support Service requests, the customer is required to:

- Install all Maintenance Releases
- Make all reasonable efforts to resolve the issue after initial contact with the Customer Support Center
- Provide CollabraSpace with detailed information and resources to correct the error at the CollabraSpace Customer Support Center or via remote access to customer's hardware and software environment.

Support Services are intended to address a reasonable volume of customer inquiries relating to malfunctions and other questions and issues that arise in connection with normal use of the products. The following are examples of requested services that would fall outside the scope of Support Services, some of which may be available from CollabraSuite upon request for an additional fee:

- A) Customizing or configuring products;
- B) Installing or reinstalling products or Maintenance Releases;
- C) Addressing problems caused by unauthorized modifications to the products;
- D) Addressing problems with products that have not been updated with current Maintenance Releases;
- E) Addressing problems caused by causes external to the products, including but not limited to hardware failures, power surges, fire, water, neglect, or misuse; or
- F) General training of customer's administrators or users;

Maintenance Releases

During the Support Services Term, CollabraSpace shall make Maintenance Releases available to customers when CollabraSpace makes the Maintenance Release generally available to its customers. Maintenance Releases include bug fixes, patches, revisions, updates, enhancements, and upgrades to the CollabraSuite software that are generally released to CollabraSpace customers at no additional charge to correct errors in the software or to enhance the functionality of the CollabraSuite software. Maintenance Releases do not include new products, new versions, or new modules for which CollabraSpace charges its supported customers generally.