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1. **Welcome to RL Solutions Software Support Services**
   The purpose of this document is to provide important information to Clients who require support for their RL Solutions software. RL Solutions (RL) has created this document with the following objectives in mind:

   - To outline what a Client can expect once their system is live and fully operational (post-implementation), provided the Client’s annual Software Support and Maintenance fee is in good standing.
   - To provide information on the software support services available from RL Solutions.
   - To help identified Client contacts such as System Administrator(s) and/or key IT personnel effectively access and utilize RL Solutions software support.

Please review this guide carefully as it contains important information regarding the support of RL Solutions products.

And thank you for choosing RL Solutions!

2. **The RL Solutions Support Commitment**
   At RL Solutions, we believe that serving our clients is both a privilege and a responsibility. We hope to maintain that business by providing clients with services and solutions to meet their needs. We also recognize that in order to enable clients to concentrate on their core business issues, RL Solutions must provide exceptional service and support to help ensure the software is performing optimally.

3. **Services Included in Annual Support & Maintenance**
   RL Solutions offers a variety of services, some of which are complimentary and are included under the Support Agreement, and others that can be purchased on an as-needed basis.

   **Services Included in Support:**
   i) Just-in-time product support by phone, email and cases.
   ii) Access to RL business and technical experts for technical, how to and system admin inquiries.
   iii) Access to RL HUB, which includes
      a. RL Community
      b. On-line training and knowledge resources such as training documents, KB articles, job aids, videos and tutorials
      c. Cases for contacting the RL Support Team.
   iv) Access to complimentary training and educational webinars provided by RL Solutions.
   v) Access to research and whitepapers on industry topics.
   vi) Entitlement to new software releases containing new features and functionalities.
   vii) Access to the Environment Manager tool to enable Client to install new software versions on their own.
   viii) Level 2 technical support when Client IT resources are unable to resolve a matter.
   ix) Support in up to three environments (Test, Training, Production).
   x) Exclusive opportunities to participate in RL sponsored events such as RL Palooza, RL Connections and tradeshow receptions (registration fees may apply).
Services Available for Purchase:
  i) Custom training services and/or 1:1 software training.
  ii) Services related to software configuration, forms design and report design.
  iii) Technical services related to server migrations and other specialized requests.
  iv) RL applying software updates in lieu of Client performing self-update using the Environment Manager tool provided by RL Solutions.
  v) Remote System Administration services by an RL expert who will manage Client software configurations, reports and alerts on a day-to-day-basis.
  vi) Data conversion/importing data from a historical system.
  vii) Transfer/extraction of data to send to an external third party from the RL Solutions software.
  viii) Support for legacy RL environments (e.g. support of old Delphi environment after a move to RL6) or other environments not covered by the current Support Agreement, unless specifically purchased.

4. The Client’s Role in Support
As our partner, the Client plays an essential role in ensuring their success by:

• Keeping current with the software by applying updates using the Environment Manager tool such that the production version is within 2 calendar years preceding the release of the most current version of the software.
• Setting up a Level 1 support mechanism with trained, skilled and available resource(s) to support end users with everyday questions, initial investigation and troubleshooting.
• Ensuring all Client personnel are aware of the Level 1 internal support process for accessing front-line assistance.
• Designating key system personnel who will act as contacts with RL Solutions for support when Level 2 assistance is required.
• Reporting the necessary facts and information to fully describe the issue/inquiry, including case examples and screen shots, using the online support case system accessible via the RL HUB.
• Establishing an internal change management process for tracking and approving software changes.
• Taking timely action on advice and recommendations provided by RL Solutions, and taking timely response to communications from RL Solutions (e.g. in cases).
• Having an established process to provide internal software orientation and training to new hires/replacements, including key roles such as the System Administrator.
• Updating staff profiles via RL HUB to ensure that RL Solutions has current information on key personnel.
• Ensuring that the RLadmin license (for applicable versions) is reserved for use only by RL Solutions personnel.

5. Assumptions
In order for RL Solutions to meet the service standards, the following assumptions have been made. Failure to meet these assumptions will impact adherence to these standards and may also affect support costs.
- The Client will provide VPN access to the Client environments and necessary systems for the purposes of rendering assistance.
- If VPN access has expired, the Client will facilitate the reinstatement of the VPN access in accordance with their internal policies. While VPN access is unavailable, the support SLA does not apply.
- The Client will provide a single generic VPN access account or will provide individual accounts for each of the RL staff requiring access for rendering support services.
- If the Client is unable to provide VPN access, and an alternative access is arranged, the Support SLA will be modified accordingly.
- The Client is responsible for coordinating their internal resources and arranging timely access to the necessary Client business contacts and/or qualified IT contacts with appropriate system rights (e.g. DBA, Network Administrator, Interface Analyst, etc.) for further information gathering and joint troubleshooting.
- The Client is responsible for supporting their network and services that the RL software requires.
- The Client will be responsible for providing to RL and covering any associated costs for any unique software/hardware or licensing that is required in the Client’s environment. This includes VPN access.
- The Client will comply to their own internal change management process and ensure notifications and approvals are received as per agreed upon plans, so as to ensure there are no delays in RL performing its duties due to change management oversights.
- RL Solutions will be provided with any necessary reports and documents needed to perform its support responsibilities.
- The Client will conduct the expected Level 1 troubleshooting on the issue and will include their actions and findings when reporting the issue to RL Solutions.
- The Client complies with RL’s published technical specifications.
- The Client is responsible for arranging and facilitating any meetings/calls between RL and another third party (e.g. another vendor the client works with).
- An authorized Client representative will participate in any meetings/calls where RL Solutions is required to engage with a third party vendor to address a reported issue and/or work on a specific project.
- If the support intervention is deemed to be out of scope of the Agreement, the Client has the option to purchase services from RL Solutions, or may need to seek assistance from a third party.
- RL Solutions reserves the right to monitor a Client’s support utilization and where that utilization is excessive and/or atypical, propose alternative service options to address the Client’s needs.

### 6. Support Exclusions
Support Services provided by RL Solutions under this Agreement do not include:

a) Correction of errors or defects caused by the operation of the software in a manner other than that currently specified by RL.
b) Correction of errors or defects caused by modification, revision, variation, translation or alteration of the software not authorized by RL.
c) Correction of errors or defects caused by the operation of the software in an environment that does not meet the RL technical specifications.

d) Correction of errors or defects caused by the operation of the software which is at an unsupported version at the time of the defect.

e) Correction of errors or defects caused by the use of the software by a person not authorized by RL.

f) Correction of errors caused in whole or in part by the use of computer programs other than the software.

g) Correction of errors caused by the failure of the Client to provide suitably qualified and adequately trained operating and programming staff for the operation of the software.

h) Correction of errors caused by modifications to the SQL database structure and/or direct activities within the SQL database.

i) Rectification of Client errors.

j) Rectification of errors caused by a hardware fault or operating system malfunction.

k) Equipment/hardware maintenance.

l) Diagnosis or rectification of faults not associated with the software.

m) Furnishing or maintenance of accessories, attachments, supplies, consumables or associated items, whether or not manufactured or distributed by RL.

n) Correction of errors arising directly or indirectly out of the Client’s failure to comply with this Agreement or any other agreement with RL.

o) Correction of errors or defects which are the subject of a warranty under another agreement.

p) Correction of errors or defects associated with mobile devices/hardware.

q) Unique client-specific VPN requirements such as specialized training of RL resources, reapplying for access, frequent requirements for resetting of accounts, etc. Clients will need to declare their specialized process and RL will assess if process fits within the scope of this Agreement.

7. Level 1 and Level 2 Support

RL Solutions only provides Level 2 support. It is expected that Level 1 support will be provided by the Client’s internal IT Department and/or a central resource person at the Client organization (e.g. System Administrator).

The following charts outline the differences between Level 1 and Level 2 support:

<table>
<thead>
<tr>
<th>Level 1 Support provided by Client</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Administrator/Expert</strong> (e.g. application expert in Risk Management or Patient Relations departments)</td>
</tr>
<tr>
<td>- User cannot log into the application; resetting passwords</td>
</tr>
<tr>
<td>- Configuration of alerts; investigation of alerts issues via alert center and log</td>
</tr>
<tr>
<td>- Creation of reports; modification of reports</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Level 1 Support provided by Client

<table>
<thead>
<tr>
<th>System Administrator/Expert (e.g. application expert in Risk Management or Patient Relations departments)</th>
<th>PC &amp; Desktop Support (e.g. IT Department Help Desk)</th>
<th>Network &amp; Connectivity Support (e.g. Network Administrator, Interface Analyst, DBA)</th>
</tr>
</thead>
</table>
| • Creation and management of auto reports/scheduled reports  
• Modifying pick lists and location lists  
• User set up; managing user profiles; user permissions  
• Configuration and maintenance of location constraints  
• Printing issues  
• Investigation of any notifications not firing as expected | • Troubleshooting related to interface performance  
• User desktop support  
• Email sender issues  
• Access to admin tools for end users and training  
• General troubleshooting; checking PC event logs  
• Install/re-install of OS and software links  
• Install/re-install of thick Client software on PCs (Delphi)  
• Performing internal QA testing as per organizational policies and procedures  
• Troubleshooting related to mobile devices/hardware | • SQL DB connectivity errors  
• SQL DB backup and restore  
• Email server issues related to SMTP configuration, spam filters, relays, black lists (MX record)  
• IIS errors  
• IIS maintenance  
• HL7 sender does not get a response from RL listener  
• General server issues; checking all RL services; checking Windows event logs  
• User membership to active directory groups  
• Domain login issues  
• Mass deployment of thick Client or relevant software (e.g. email sender.dll)  
• Mass deployment of changes and/or configuration of Client-side application to work with RL software (e.g. security changes in IE pushed through active directory)  
• Troubleshooting related to server performance  
• Performing internal QA testing as per organizational policies and procedures  
• Maintaining approved network bandwidth/through-put and connectivity  
• Refreshing the Test and Training environments with copies of the Production database, including clearing of PHI |

Level 2 Support provided by RL Solutions

<table>
<thead>
<tr>
<th>Technical Support</th>
<th>Business Support</th>
</tr>
</thead>
</table>
| • Troubleshooting related to software bugs and issues  
• Escalated technical issues from Level 1 point of contact  
• Unusual SQL DB behavior  
• Escalated software performance issues from Level 1 point of contact  
• Advanced IIS troubleshooting | • Escalated need for assistance with application functionality  
• Escalated need for assistance with advanced customization and configuration  
• Assessment of custom needs and referral to appropriate RL services team |
The following algorithm may be used to help clients set up their own internal Level 1 Support process and procedure for contacting RL Solutions.

**Level 1 Support by Client**

1. User contacts Client’s internal Help Desk with question.
2. Client Help Desk opens ticket and evaluates question.
3. Client Help Desk can address question?
   - Yes: Ticket closed—no further action.
   - No: Client Help Desk contacts internal application resource person (i.e., System Expert/ System Admin).
4. Internal application resource person can address question?
   - Yes: Ticket closed - no further action.
   - No: Question referred to RL Solutions Support Team and Level 2 support commences.

**Level 2 Support by RL Solutions**

*Issue referred to RL by one of these methods:

1) Call to RL Solutions Support Team (Sev 1 & Sev 2 issues)
2) Email support@rlsolutions.com
3) Submit a case via RL HUB*
8. Types of Support Issues
Clients may contact RL Solutions Support for assistance with any of the following types of issues. These issues are reflected as case types in RL HUB.

i. How To/Question: A request for assistance on how to use specific features of the software, or how to perform a specific function.

ii. System Admin Assistance: A request for assistance related to configuration using any of the system administration tools.

iii. Technical Inquiry: A question or problem related to software technical functionality which may or may not be due to a bug.

9. Authorized Client Contacts for Support & Cases
The Client may designate up to 2 people per product who are authorized to contact RL Solutions for support assistance via Cases, unless otherwise specified in the order form.

Typically, this includes:

- The key Client business contact (e.g. the System Administrator)
- A designated IT resource responsible for internal application support.

Front-line staff is not authorized to contact RL Solutions Support directly, and should utilize the Client’s internal Level 1 support mechanism.

Authorized contacts are required to set up access to RL HUB, and to maintain their user profiles. RL HUB can be accessed through the RL Solutions website. Approved contacts will receive confirmation of their login credentials within one (1) business day.

10. How to Contact RL Solutions for Support
For optimal service, Clients are required to report all issues and inquiries through Cases via RL HUB. The benefits of using Cases are:

- ensures central documentation of the issue, including attachments
- time stamps aging of case and all activities to track status and timeliness of resolution
- allows all those interested in the case to view the status of the case
- centralizes subsequent communication regarding the case in one place
- ensure that communication is not lost in personal email inboxes.

Phone assistance is available, and MUST be used when reporting Critical/Severity 1 software issues.

Clients should not leave voice mail messages to RL staff at their personal phone extensions, nor send emails to personal RL email addresses.

An issue is considered received by RL Solutions when it is either:

- Reported by phone (verbally or by voice message) to the RL Solutions designated support line at 416-410-8456 x 1, or
• Reported directly into a case through RL HUB.

10.1. Submitting a Case
Support issues can be easily reported directly into the RL Solutions case system through RL HUB, accessible from the RL Solutions website.

Using RL HUB, Clients can view and update their cases as well as see the status of cases and actions taken by RL Solutions.

10.2. Contacting by Telephone
This method MUST be used for notifying RL Solutions of a Critical/Severity 1 software issue as per the RL Solutions Severity Levels.

To contact the RL Support Team, call 416-410-8456 x 1.

Clients may be prompted to leave a voice message on the designated support line if RL resources are unavailable. A voice message left on the designated support line falls within the service level agreement. Messages are retrieved regularly and will be triaged and processed by the next available support representative in the order in which they were received. A case will be created based on the voice mail message and a response from the RL Support team may be via the case rather than a call back.

11. Severity Levels and Service Standards
RL Solutions triages all inquiries based on the following Severity Levels and Service Standards matrix.

Note: For issues requiring VPN access, the resolution time is dependent on available VPN access. If VPN access is not available, the resolution goals will not apply until such time as VPN access is established by the Client.

<table>
<thead>
<tr>
<th>Severity Level &amp; Definition</th>
<th>Examples</th>
<th>Client Actions</th>
<th>RL Solutions Actions</th>
<th>Resolution Goal (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Critical business impact.   | Issue affects all users and can be replicated every time on all devices. Examples:  
- application is down  
- cannot create, open or submit files  
- critical interface such as patient demographics has failed.  
- users cannot log in to application/ single sign on not working.  
- unable to open application/access violation upon start-up of software causing reboot.  
- missing files/data.  
- web form crashing, stalling, not loading. | Client will:  
- report the issue by PHONE to the RL Solutions Technical Support (416-410-8456 x1)  
- explain the full extent of the issue and provide any relevant background information  
- provide name and contact information (e.g. phone, pager, cell) for call back by RL Solutions, including a back-up contact, if required | RL Solutions will:  
- immediately assign the issue to a support analyst  
- ensure that within two hours of knowing the details of the situation, RL communicates in writing (via case) back to Client: a) issue was received and understood by restating the problem, b) RL plan for resolution, c) confirmation of resolution goal response time, and/or d) request for further information on reported issue.  
The support analyst will:  
- commence efforts to address issue and find resolution within one business day (1)  
- provide daily status report to issue communicator and status of One business day. |
## Severity Level & Definition

<table>
<thead>
<tr>
<th>Severity 2</th>
<th><strong>Significant business impact.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The software is usable but the issue restricts a key component of the software.</td>
<td></td>
</tr>
<tr>
<td>May be classified as a Technical Inquiry.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Severity 3</th>
<th><strong>Standard business impact.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>This indicates the program is usable with a less critical/minor component malfunctioning.</td>
<td></td>
</tr>
<tr>
<td>May be classified as a Technical Inquiry.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Severity 4</th>
<th><strong>Request for Assistance</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>A Client has a just-in-time request for assistance with the software.</td>
<td></td>
</tr>
<tr>
<td>May be classified as a System Admin Assistance, or How To/Question or Technical Inquiry.</td>
<td></td>
</tr>
</tbody>
</table>

### Examples

- Issue affects all users and can be replicated every time on all devices.
  - Unable to create alerts
  - Unable to create or run report templates
  - Alerts service or auto report service is down – not firing by email.
  - Web configuration tool not working.
  - Changes made to pick lists in administration module not posting or saving.
  - IW changes not posting to web form.

- Issue affects small number of users/single user and may be replicated every time on all devices.
  - Unable to send email from within application.
  - Unable to print report.
  - Unable to run specific report/template issue.
  - Specific alert or auto report not firing or being received by designated recipient.
  - Unable to update certain pick lists in administration module.
  - Issue configuring specific field using web configuration tool.

- Examples:
  - Help configuring a pick list or field setting
  - Help building a report
  - Instruction on how to set up a user
  - Assistance configuring an alert
  - Assistance setting up location constraints
  - Inquiries related to data imports/exports, including RL data flowing to/from 3rd parties and/or data warehouse and/or other databases

### Client Actions

- Client will:
  - Report the issue by submitting a case
  - Explain the full extent of the issue and provide any relevant background information
  - Provide name and contact information (e.g. phone, pager, cell) for call back by RL Solutions, including a back-up contact, if required

### RL Solutions Actions

- RL Solutions will:
  - Assign the issue to a support analyst within one business day of receipt of issue
  - Ensure that within one business day, RL communicates back to Client: a) issue was received and understood by restating the problem, b) RL plan for resolution, c) confirmation of resolution goal response time, and/or d) request for further information on reported issue.

### Resolution Goal (1)

- Two business days.

### Severity 3

<table>
<thead>
<tr>
<th><strong>Standard business impact.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>This indicates the program is usable with a less critical/minor component malfunctioning.</td>
</tr>
<tr>
<td>May be classified as a Technical Inquiry.</td>
</tr>
</tbody>
</table>

### Examples

- Unable to send email from within application.
- Unable to print report.
- Unable to run specific report/template issue.
- Specific alert or auto report not firing or being received by designated recipient.
- Unable to update certain pick lists in administration module.
- Issue configuring specific field using web configuration tool.

### Client Actions

- Client will:
  - Submit a case through RL HUB
  - Explain the full extent of the issue and provide any relevant background information

### RL Solutions Actions

- RL Solutions will:
  - Assign the issue to a support analyst within three business days of receipt of issue
  - Ensure that within three business days, RL communicates back to Client: a) issue was received and understood by restating the problem, b) RL plan for resolution, c) confirmation of resolution goal response time, and/or d) request for further information on reported issue.

### Resolution Goal (1)

- Three to five business days.

### Severity 4

<table>
<thead>
<tr>
<th><strong>Request for Assistance</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>A Client has a just-in-time request for assistance with the software.</td>
</tr>
<tr>
<td>May be classified as a System Admin Assistance, or How To/Question or Technical Inquiry.</td>
</tr>
</tbody>
</table>

### Examples

- Help configuring a pick list or field setting
- Help building a report
- Instruction on how to set up a user
- Assistance configuring an alert
- Assistance setting up location constraints
- Inquiries related to data imports/exports, including RL data flowing to/from 3rd parties and/or data warehouse and/or other databases

### Client Actions

- Client will:
  - Submit a case through RL HUB
  - Explain the full extent of the request and provide any relevant background information

### RL Solutions Actions

- RL Solutions will:
  - Contact Client and make arrangements for providing assistance

**If request for assistance requires training or prolonged assistance, or requires services out of scope of the Agreement, then alternate arrangements may be made through Client Success so that the support resource is available to support other Clients.**

### Resolution Goal (1)

- Five business days.
<table>
<thead>
<tr>
<th>Severity Level &amp; Definition</th>
<th>Examples</th>
<th>Client Actions</th>
<th>RL Solutions Actions</th>
<th>Resolution Goal (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idea/Suggestion</td>
<td>Examples: - Client wants a field modified or feature added to better meet their needs. - Client wants workflow changed to better meet their needs. - Change to how constraints designed to work. - Addition of a new field. - Addition of a new feature that does not exist in application. - Change to how existing feature functions to make it more user-friendly.</td>
<td>Client will: - Submit the idea/suggestion through the RL HUB Community</td>
<td>RL Solutions will: - Review the request through our product management process - Update the status on the Community - If idea/suggestion approved, incorporate change into a future release and notify Client via Community - If idea/suggestion not approved, communicate decision to Client via Community</td>
<td>Future release, if approved by RL Product Management</td>
</tr>
</tbody>
</table>

(1) RL Solutions will strive to ensure that resolution time will occur within the specified time periods once the issue has been received by RL Solutions. Resolution time may vary depending on nature of issue and required actions.

(2) For purposes of this document, resolution state can mean: i) fix to issue within scope of technical support, or ii) provided workaround, or iii) confirmation of issue/bug and referral to RL Product Team for future release, or iv) confirmation that software performing as designed with no further action.

(3) All ideas and suggestions are considered through RL Solutions’ product management process in terms of overall benefit to the software, value to other Clients and feasibility of change. RL Solutions does not guarantee an individual Client’s request for change will be incorporated into the standard product.

12. RL Solutions Support Hours

RL Solutions Support is available Monday through Friday (“Business Days”) from 8:30 am to 8:30 pm, Eastern Time (“Business Hours”) except on statutory holidays.

If a call is received outside of the regular support hours, or on a statutory holiday, and a voice message is left on the designated support extension, the Client can expect a return call or confirmation via a support case the next business day. Resolution efforts will be commenced in accordance with our services standards.

Clients using the Environment Manager tool for self-updates should make note of these hours of operation and plan a software update accordingly.

13. Virtual Environment for On Premise Installation

If problems are detected with the software functionality and confirmed by RL Solutions to be related to the virtual environment, it is the Client’s responsibility to identify and change the configuration of the virtual environment until the issue is resolved. This may require moving the virtual environment onto a different host, if the existing one is not able to accommodate the necessary changes. RL Solutions assumes that the Client has in-house expertise for virtual server administration.

If, despite all reasonable efforts, the software still does not function properly, it is the Client’s responsibility to contact the vendor of the virtual software in which the RL Solutions product(s) is being hosted for support and help with issue resolution.
RL Solutions reserves the right to request that the software be moved to a hardware stand-alone server(s) as a part of the efforts to troubleshoot the software problem. If the problem cannot be reproduced in the hardware stand-alone server(s) configuration and cannot be resolved in the virtual environment, the Client should be prepared to abandon the virtual environment and use the software in the stand-alone hardware server(s) configuration.

14. ASP/Hosted Clients
For Clients who are hosted by RL Solutions, please also refer to the RL Solutions Hosting Service Level Agreement available on the RL Solutions website.

15. Escalation Procedure
If at any time a Client feels that their support expectations have not been met, the Client may call attention to their concern by contacting the Director of Support Services.

Escalation will receive prompt attention and management focus.

If the Client’s expectations are still not met, then the concern can be further escalated to the Vice President of Client Success and/or the President/CEO of RL Solutions.

16. What if the Annual Support & Maintenance Fee is in Arrears?
In the event that a Client contacts RL Solutions for support and the annual support and maintenance fee is in arrears, the Client will be directed to the RL Finance team. If the annual support and maintenance is in arrears by more than 30 days, assistance from RL Solutions will be suspended. This includes suspension of assistance for both technical and non-technical support, delivery of software fixes, and all other support and technical services. Other services such as training, consulting and implementation services will also be put on hold until the account is in good standing.

17. Disclaimer
RL Solutions reserves the right to change this document from time to time. Newer versions of this document will be posted electronically to the RL Solutions website at http://www.rlsolutions.com/terms-of-use.