

## **Laserfiche® Software Assurance Plan (LSAP)**

PLEASE TAKE THE TIME TO READ THE FOLLOWING TERMS AND CONDITIONS OF THE LASERFICHE SOFTWARE ASSURANCE PLAN (“**LSAP**”) BY WHICH COMPULINK MANAGEMENT CENTER, INC., DBA LASERFICHE (“**LASERFICHE**”) WILL PROVIDE UPDATES FOR THE CORE LASERFICHE SOFTWARE PRODUCTS OF THE PURCHASER OF THE LSAP (“**LICENSEE**”), WHICH ARE LISTED ON LICENSEE’S LASERFICHE PURCHASE ORDER OR AGREEMENT. THIS AGREEMENT IS BETWEEN LICENSEE AND LASERFICHE. BY ACCEPTANCE OF THE LSAP, LICENSEE AGREES TO ACCEPT ALL OF ITS TERMS AND CONDITIONS AS DESCRIBED IN THIS AGREEMENT.

1. Updates. From time to time, Laserfiche adds features and performance enhancements to an existing version of its software, which are known as “updates.” Licensee will receive all updates without charge.
2. Credit Toward New Product Suites. Laserfiche periodically publishes new product suites of its software, which bundle new features. Because of the many new features and performance enhancements, the new Laserfiche product suite may be priced higher than Licensee’s existing one. If Licensee elects to replace its existing Laserfiche software with a new Laserfiche product suite, Licensee is entitled to receive a credit of the purchase price of its existing Laserfiche software, subject to Laserfiche’s trade-in policies. Examples of new product suites would include Licensee’s transition from Laserfiche United to Laserfiche Rio. Laserfiche does not credit Licensee’s annual LSAP payments or other interim purchases it may have paid for installation, training, upgrades, ancillary programs, additional professional services or consulting.
3. Access to Online Support Resources. The Laserfiche Support Site contains detailed technical information to optimize system performance and maximize uptime. Laserfiche Answers is an online forum where the Laserfiche community helps answer Laserfiche-related questions.
4. Hours of Support. The Laserfiche Helpdesk hours are Monday through Friday from 6 AM to 6 PM Pacific Time except on U.S. holidays.
  - With Basic support, the Laserfiche Helpdesk provides a 24-hour response time excluding U.S. holidays.
  - With Premium support, the Laserfiche Helpdesk provides a 4-hour response time excluding U.S. holidays. Online chat support is available from Sunday at 5 PM Pacific Time through Friday at 5 PM Pacific Time (except on weekdays between 2 AM and 6 AM Pacific Time).
  - Access to Laserfiche’s Support Site is available 24/7.

5. Annual Renewal. LSAP commences on the software invoice date, and the benefits will continue for a year after the commencement date. Annual renewal of LSAP is recommended to avoid any inadvertent gaps in coverage.
6. **DISCLAIMER OF WARRANTIES. THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE OBLIGATIONS OF LASERFICHE UNDER THE LASERFICHE SOFTWARE ASSURANCE PLAN, AND SUPERSEDES ALL OTHER REPRESENTATIONS, WARRANTIES, GUARANTIES AND PROMISES RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT. LASERFICHE DOES NOT WARRANT THE ERROR-FREE OPERATION OF LASERFICHE SOFTWARE. LASERFICHE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SOFTWARE AND SERVICES.**
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13. Law; Jurisdiction. This agreement will be governed and construed by the laws of the State of California. The headings are for convenience only and are not to be used to

interpret this agreement. All disputes between Licensee and Laserfiche will be litigated in the state and federal courts located in Los Angeles County, California, unless Licensee's purchase agreement with Laserfiche requires arbitration, in which case LSAP disputes will be arbitrated as provided in Licensee's purchase agreement. Licensee consents to personal jurisdiction of the courts located in the State of California over all disputes between Licensee and Laserfiche. The headings are for convenience only and not to be used to interpret this agreement.

14. Contact Laserfiche. Should Licensee have any questions concerning this agreement, or if Licensee desires to contact Laserfiche for any reason, the contact information is as follows: Laserfiche, 3545 Long Beach Blvd., Long Beach, CA 90807, U.S.A.

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