

## Support Packages

Effective: October 10, 2014

### General Client Support

#### Share|Community & Support Network

Online documentation and resources available 24/7 to all contacts with editorial privilege.

#### Online Support Case Submission

Available to Primary Contact (and any alternate contact(s) designated by Client and authorized or approved by Blackboard) via the Community and Support Center at any time.

#### Emergency Support

Available to Primary Contact and authorized alternate contacts, regardless of Support Package purchased. Emergency support is limited to investigation of technical issues, errors, or defects not caused by users or third party hardware/software that **materially limit the use of the Licensed Software** and/or the Site. These issues include an Application Server being down and the inability to access the Site, Site Manager, or other Licensed Software, and inability to send notifications designated by Client as an Emergency. To the extent described below, emergency support is available 24/7 by calling:

**Phone:** (855) 742-5952

A Blackboard representative will normally be available to take the Client's call, or retrieve Client's voicemail, and will subsequently contact the Blackboard technical support person on call. A Response will normally be provided within a targeted maximum of three hours. Resolution may take longer depending upon the nature of the issue. After contact by phone, it is recommended that the Client (either through its Primary Contact or authorized alternative contact) open a support case by using the online support form at <http://support.schoolwires.com>. Opening an emergency support case should be used to supply information but should NOT be used in place of a phone call.

#### Software Enhancements and Upgrades

Software Enhancements and Upgrades will be made available to Clients to the extent they are released by Blackboard at a time when the Master Agreement is in effect and so long as Client is not in breach of any payment obligation or other term hereof.

#### Warranty Services

Blackboard will provide services to address "defects" in the Licensed Software in order to meet its warranty obligations as specified in the "Warranties" section of the Standard Terms and Conditions.

## Client Support Service Level Options

In addition to receiving General Client Support as described above, Clients have the option of selecting one of two Client support packages.

### Premium Support

Included as part of Subscription License

#### Incidents

- Unlimited General Usage Incidents for the first month after activation
- 18 General Usage Incidents per Client annually
- Actual bug/defect reports are unlimited

#### Reported by Whom

- To be submitted by Primary Contact (authorized alternative contact as a back-up)

#### How

- Requests for support may be submitted in the following ways:
  - **Online Support Form:** <http://support.schoolwires.com>
  - **Email:** [wcmsupport@blackboard.com](mailto:wcmsupport@blackboard.com)
  - **Phone:** (855) 742-5952

#### Normal Targeted Response Time

- Maximum of one business day (resolution may take longer depending on the nature of the request)

#### Additional Support Blocks

- Includes 12 additional General Usage Incidents per block.

### Unlimited Support

Not included as part of any Subscription License Fees; additional fees required as specified in a Master Agreement or Addendum

#### Incidents

- Unlimited General Usage Incidents per client annually
- Actual bug/defect reports are unlimited

#### Reported by Whom

- To be submitted by Primary Contact (authorized alternative contact as a back-up)

#### How

- Requests for support may be submitted in the following ways:
  - **Online Support Form:** <http://support.schoolwires.com>
  - **Email:** [wcmsupport@blackboard.com](mailto:wcmsupport@blackboard.com)
  - **Phone:** (855) 742-5952

#### Normal Targeted Response Time

- Maximum of one business day (resolution may take longer depending on the nature of the request)

## Premium+ Support

Not included as part of any Subscription License Fees; additional fees required as specified in a Master Agreement or Addendum

The Premium+ Support Plan is the Blackboard support plan tailored for K-12 school districts with 25+ schools. This support package is in addition to the Blackboard Premium Support Plan.

The Premium+ Support Plan includes the following:

- A Client Success Representative will be assigned to work with the Client for the lifetime of the Blackboard relationship.
- Option for a dedicated technical support representative to be assigned to your district
- Unlimited General Usage Incidents
- Priority scheduling for all Blackboard technical and professional services
- Access to the assigned Client Success Representative for additional assistance and consultation as required to help the Client work towards meeting their goals.

During the solution implementation phase(s), the Client Success Representative will serve as the implementation project manager and will:

- Identify and prioritize project-critical requirements
- Develop and communicate an overall project plan that meets the needs of the Client
- Conduct periodic calls to provide updates on the status of the implementation
- Coordinate between Blackboard and the Client's project team to ensure that project deadlines are being met
- Facilitate communication between the Client and Blackboard (all involved departments).
- Offer consultation on the development of the district and school websites.
- Coordinate the launch of the Client's website(s).
- Serve as a single point of contact for overall issues and concerns. (Client will continue to receive technical support through our normal channels).
- Deliverables will include the following:
  - Comprehensive Project Plan:
  - Meeting notes and agendas
  - Status Updates

During the post-implementation phase(s), Blackboard will conduct a yearly Blackboard solution review, including a website assessment to assist districts in achieving a high ROI for the solution. As an outcome of the review, clients will receive:

- Customized District Action Plan  
This Action Plan will be created based on the district's Strategic, Technology and Communication goals. It will document district initiatives towards these goals and detail tasks that allow the district to use Blackboard Licensed Software to achieve their set goals.
- Comprehensive Written Progress Reports  
This report will identify areas of progress (successes and gaps) based on the initiatives and tasks documented in the Action Plan. It will offer additional suggestions to identify how the district can meet their targets and provide examples of other districts' successes.
- Regular Checkpoint and Status Meetings  
The purpose of these meetings is to help keep the district on track with their Action Plan and support the Client throughout the process.

## **Special Support for Client-Hosted Sites**

Support beyond the number of hours provided for under your annual server maintenance package, to resolve failures in the Client-Hosted environment, such as those caused by network, hardware and/or user errors, may be available at the Blackboard hourly rates in effect at the time the services are provided and would be considered an Additional Service Option.

\* A “General Usage Incident” is defined as a support request that involves how to use a specific feature of the Licensed Software, or technical issues involving the operation of the Licensed Software which are experienced by users. Feature suggestions are submitted via a separate form. Blackboard appreciates the input of Clients, but has no obligation to include any Feature suggestions into any Software Enhancement or Upgrade. A “Response” shall mean an initial telephone call or email from a Blackboard support representative to a Client representative to attempt to understand the nature of the request and provide any initial feedback from the Blackboard support representative. A “Response” does not mean or imply a resolution, which could include a work-around and can take varying lengths of time depending on the nature of the problem. Blackboard shall in no event be responsible for problems or defects caused by any software or hardware other than the unmodified Licensed Software.