CLIENT SUPPORT SERVICES

MAINTENANCE AND SUPPORT GUIDE

GLOBALSCAPE

GLOBALSCAPE, INC. (GSB)

CORPORATE HEADQUARTERS

Address: 4500 Lockhill-Selma Road, Suite 150, San Antonio, TX (USA) 78249
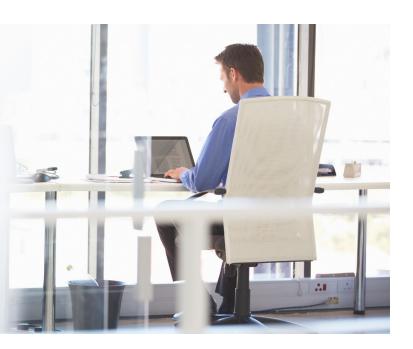
Sales: (210) 308-8267

Sales (Toll Free): (800) 290-5054

Technical Support: (210) 366-3993

Web Support: http://www.globalscape.com/support/

MEETING CLIENT NEEDS

Our Client Support Services team is committed to helping you, our trusted partner, be successful! To this end, Globalscape offers world-class client support and product maintenance to help ensure that your Globalscape implementation is a success. We take pride in optimizing the business value of your security solution and realize that one size doesn't always fit all. That's why we've developed varying levels of technical support: to ensure that you get the service your business deserves.

Online services include product updates, user guides, a knowledgebase, online help files, printable documentation, a user community discussion forum, and more. In addition to our self-service resources that are available to all customers at the Globalscape website, we offer two Maintenance and Support plans: a Standard Plan and a Platinum Plan. Both plans include the same level of software maintenance protection. The Platinum Maintenance and Support plan provides you with emergency support anytime, 24 hours per day, seven days per week from your assigned support technicians. As part of this commitment, our maintenance and support program includes the following:

WORLD WIDE WEB SUPPORT

Take advantage of the easy-to-use, 24-hour support resources that are available on the Globalscape Support Center Web site at http://support.globalscape.com. Online services include product updates/ notifications, user's guides, a knowledge base, online help files, printable documentation, a user community discussion forum and more.

EMAIL SUPPORT

Submit your request via our online submission form available on the Globalscape Support Center Web site at https://dynamic.globalscape.com/support/techsupport.aspx and receive an answer via email or telephone. Our response will include a ticket number and the name of the assigned support professional.

CHAT SUPPORT

During normal business hours, Monday through Friday from 8:00 A.M. to 6:00 P.M. (Central Time), you can use our online chat to answer any product questions or issues. A member of our Client Support Services team will be able assist you at https://www.globalscape.com/

TELEPHONE SUPPORT

Standard Support Plan members can call us at 1-210-366-3993, Monday through Friday from 8:00 A.M. to 6:00 P.M. (Central Time) for help with any product-related issue.

Platinum Support Plan members can receive emergency after-hours technical support 24 hours per day, seven days per week. After-hours Platinum Support services are available only via a special telephone number that will be provided when you purchase a Platinum Support Plan.

MAINTENANCE AND SUPPORT PLANS

Included with your active support plan is software maintenance, which provides all major upgrades and minor updates that are publicly released during the term of the agreement at no additional charge. Free upgrades must be requested or obtained while the maintenance and support plan remains in force.

Globalscape offers both Standard and Platinum Support plans for our enterprise software solutions. Both plans include the same level of software maintenance protection. A Platinum Maintenance and Support plan provides you with emergency access to our support professionals anytime, 24 hours per day, seven days per week.

PLAN DETAILS

Plan Benefits	Standard Plan	Platinum Plan
Priority Telephone Support	Regular Business Hours	24h/7d*
Online Chat	Regular Business Hours	Regular Business Hours
Minimum Term	12 Months	12 Months
Priority Email Technical Support†	Unlimited	Unlimited
Access to the User Discussion Forum	Unlimited	Unlimited
Access to Online Self-Help Recourses	Unlimited	Unlimited
Software Upgrades and Updates	Unlimited	Unlimited

†Email technical support is available through our online submission form.

BUSINESS HOURS

Our regular business hours are Monday through Friday from 8:00 A.M. to 6:00 P.M. (Central Time).

Platinum support plan members can call the Platinum Support Line anytime, 24 hours per day, seven days per week*.

*Routine requests are handled during normal business hours. Priority service for production system emergencies is available at any time.
†Email technical support is available through our online submission form.

CONTACTING TECHNICAL SUPPORT

Type of Contact	Address or Number	Hours
Standard Technical Support Line	1-210-366-3993	8:00am to 6:00pm M – F
Platinum Technical Support Line	(Provided with Platinum Plan)	Anytime
Online Chat	https://www.globalscape.com/	8:00am to 6:00pm M – F
Priority Email Technical Support	https://dynamic.globalscape.com/support/techsupport.aspx	Anytime
Online Support Center / Software Upgrades and Updates	https://www.globalscape.com/support	Anytime
Serial Number Assistance	https://dynamic.globalscape.com/support/lostserial.aspx	Anytime
Knowledge Base	https://kb.globalscape.com/	Anytime
User Discussion Forum	https://forums.globalscape.com/	Anytime

TROUBLESHOOTING AND DIAGNOSTICS

When contacting the Globalscape Client Support Services team, it is important to provide as much detail as possible about the problem. Please gather as much diagnostic and logging information as possible to help us in our diagnosis of the issue. Be prepared to provide us with relevant error logs or messages including server log files, screen shots, and event log reports. At a minimum, please gather the following details. If you are submitting an inquiry via our online submission form, please provide these details with your submission:

• Your name and company name

• Your telephone number and email address

• The name of the program and complete version information (From Help > About)

• Product serial number (From Help > About or Platinum Support Plan membership card)

• Your operating system and specific version information

• A complete description of the problem including:

  - All of the steps necessary to reproduce the problem

  - A description of the environment and the network; useful information includes the data flow, Java runtime version, and database versions

Generally, service tickets are not closed until you and the Globalscape Support Professional both agree that the issue has been satisfactorily resolved. However, Globalscape support may close a service ticket if you have not provided requested information within a reasonable period.

ITIL SERVICE MANAGEMENT PRACTICES

The Globalscape Client Support Services department implements the ITIL methodology, a set of industry recognized practices for service management. Expect communication with the support analyst assigned to your case at least once per 48 hour time period, in the event your case gets escalated, expect the same level of communication with the newly assigned analyst. The Technical Support team works diligently and efficiently to answer your product questions, assist with upgrades and migrations, scheduled downtime assistance, resolve product issues and any other technical problems that might arise.

INCIDENT MANAGEMENT

- **Incident Identification:** The Client Support Services team will receive questions and product issues through any of our channels of communication, online tickets, website chats, phone calls or emails.

- **Incident Logging:** After receiving communication of a product issue, the information will be logged and a case created.

- **Incident Categorization:** Based on the severity of the issue(s), the product causing the issue, and your support plan, the case will be categorized appropriately and assigned to an analyst.

- **Incident Prioritization:** Based on the severity of the issue(s) and your support level the case will be prioritized. Regardless of your service level you will receive an update from the analyst assigned to your case once per 48-hour period.

- **Incident Response:** This includes the initial diagnosis of the problem, case escalation (if need be), the investigation and diagnosis of the case issue, a resolution provided to you, and the closure of the case.

CHANGE MANAGEMENT

- We implement the change management process in our support department so that we can meet the needs of our customers as the technology industry changes and evolves, also as our own products improve.

- If an issue is found with a product or portion of software and our team is able to reproduce the issue we will submit a change request, there are no guarantees that a change will be implemented in any release.

- The change request will be reviewed by our Product Management team and, if necessary, the fix may be added to our next large product update or version release.

YOUR RESPONSIBILITIES

During the course of an issue's diagnosis and resolution, we ask you to respond to all technical information requests as quickly as possible so that our Technical Support team can resolve your case in a timely manner.

Level of Severity	After-Hours Acknowledgement	Target Initial Response Time	Resolution
Production system outage Product unusable, complete disruption of work, critical business impact. No workaround immediately available	Standard Plan - Not Applicable Platinum Plan - One Hour	Standard Plan - Same Business Day Platinum Plan - Two Hours	• Satisfactory workaround is provided • Product patch is provided • Fix incorporated into future release • Fix or workaround incorporated into knowledge base
Major feature or function failure Operations are severely restricted, but a workaround is available.	Standard Plan - Not Applicable Platinum Plan - One Hour	Standard Plan - One Business Day Platinum Plan - 12 Hours	• Satisfactory workaround is provided • Product patch is provided • Fix incorporated into future release • Fix or workaround incorporated into knowledge base
Minor feature or function failure General usage questions. Product not working as designed. Minor usage impact; acceptable workaround deployed. Documentation, general information, or enhancement requested	Standard Plan - Not Applicable Platinum Plan - One Hour	Standard Plan - Three Business Days Platinum Plan - One Business Day	• Answer to question is provided • Satisfactory workaround provided • Fix or workaround incorporated into knowledge base • Fix incorporated into future release

After-Hours Acknowledgement: An initial call back to acknowledge our receipt of the issue and to determine the level of severity. The acknowledgement may be combined with the Initial Response.

Target Initial Response Time: Globalscape uses commercially reasonable efforts to respond within the target response time but cannot guarantee response times.

Resolution: A satisfactory resolution may not be immediately available or provided with the initial response, in which case Globalscape will use commercially reasonable means and effort to provide a resolution within reasonable period.

ISSUE ESCALATION

Our support professionals follow predefined processes to gather information for identification and resolution of issues. For some issues, our support professionals may need to escalate the issue to software development in order to resolve it.

The escalation process allows for wider review of the issue, including technical and management directives for applying additional resources to the problem, and increased levels of communication between your organization and Globalscape.

If at any time you are not satisfied with the level of support that is being provided to you, we encourage you to bring this to the attention of Globalscape's management staff. Please contact the Globalscape Support manager listed below:

Director of Client Services, MFT Solutions, Amit Patel
1-210-801-8509
apatel@globalscape.com

At our discretion, we may assign an account manager, product manager, or problem resolution team to focus on your issue.

SCOPE OF TECHNICAL SUPPORT

While we are happy to support your use of our products, and will help in overcoming any difficulties you may encounter, there are certain limitations to the technical support that we can provide.

• Technical Support is limited to the reporting and correction of product defects and installation and configuration assistance.

• Technical Support does not include support for problems related to the failure of your system, network, or environment to comply with the system requirements for the software.

  - Technical Support does not include support for development or consulting issues such as COM or other programmatic development. This includes HTML development and custom script creation.

• While we constantly strive to assist in any way we can, there can be situations that are outside our control. Technical support does not include support for any other issues not directly related to the workings of our software.

• Technical Support is offered for recent versions of Globalscape software only. Technical support for older versions is available only through our online self-help resources.

• Technical Support is available to assist your upgrade and migration needs for our software. If you are anticipating planned downtime or need assistance during non-business hours a support specialist will be able to assist you through our paid services.

It is always recommended that you begin by examining the program help files, knowledgebase articles, and user forums if you are interested in customizing your environment or software beyond the availability of technical support options. You can also engage the services of our Professional Services team, described on our website at: https://www.globalscape.com/pro-services

GLOBALSCAPE END OF LIFE (EOL) AND SUPPORT LIFE POLICY

Rapidly changing technologies as well as competitive pressures influence the level, timing, and nature of demand for a particular product or group of products. These factors drive the need to introduce new products and services and to actively plan for end-of-life for older software versions as well as specific product lines. With that in mind, we have provided the Globalscape end-of-life (EOL) policy to help customers better manage their end-of-life transition and to understand the role that Globalscape can play in helping to migrate to alternative Globalscape technologies. Please refer to the following information on our website:

EOL and Support Life Policy: http://www.globalscape.com/support/end-of-life-policy.aspx

Officially Supported Products and EOL Dates: http://kb.globalscape.com/KnowledgebaseArticle10528.aspx

PRODUCT UPDATES

Stay up to date with the latest Globalscape news and product released by subscribing to our monthly product updates list and our RSS feed:

Monthly Product Updates: http://go.globalscape.com/Monthly-Product-Updates

RSS Feed: http://feeds.feedburner.com/globalscape

CUSTOMER FEEDBACK

At the end of all incident cases, our Client Services Support team will send you a feedback form to gather your opinion on the support service received. Use this form to provide feedback which will help us improve our Technical Support team and the way we handle future incidents.

SUPPORT AGREEMENT

The technical support services described in this Guide are provided pursuant to the terms of the License Agreement you entered into as a condition to the installation of the software indicated below.

Please complete the information below and fax or mail to:

GlobalSCAPE, Inc.
4500 Lockhill Selma Rd., Suite 150
San Antonio, Texas 78249-2073
Fax: 1-210-293-8003

The software licenses that are associated with the following Globalscape order numbers or invoices are covered by this agreement.

In the table below, list the Globalscape Order ID Numbers covered by this agreement:

MAKE BUSINESS FLOW BRILLIANTLY

Globalscape, Inc. (NYSE MKT: GSB) is a pioneer in securing and automating the movement and integration of data seamlessly in, around and outside your business, between applications, people and places, in and out of the cloud. Whether you are a line-of-business stakeholder struggling to connect multiple cloud applications or an IT professional tasked with integrating partner data into homegrown or legacy systems, Globalscape provides cloud services that automate your work, secure your data and integrate your applications – while giving visibility to those who need it. Globalscape makes business flow brilliantly. For more information, visit **www.globalscape.com** or follow the blog and Twitter updates.

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