

Lakeside Software, Inc. Support Statement

Lakeside Software, Inc. will support customers who run Lakeside Software, Inc. products on supported Operating Systems, irrespective of whether they are running in VMware environments or not. Lakeside Software, Inc. supports Operating Systems, not specific hardware configurations. Accordingly, VMware operates as a hardware abstraction layer.

VMware supports a set of certified Operating Systems and Hardware, and the customer and VMware will be responsible for any interactions or issues that arise at the Hardware or Operating System layer as a result of their use of VMware.

Lakeside Software, Inc. will not require clients to recreate and troubleshoot every issue in a non-VMware environment; however, Lakeside Software, Inc. does reserve the right to request our customers to diagnose certain issues in a native certified Operating System environment, operating without the virtual environment. Lakeside Software, Inc. will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

Any time spent on investigation of problems that may, in the sole opinion of Lakeside Software, Inc. be related to VMware, will be handled in the following fashion:

- 1) Lakeside Software, Inc. will provide standard support to all Lakeside Software, Inc. products.
- 2) If a problem is encountered while Lakeside Software, Inc. is running in a VMware environment, the client may be required to recreate the problem on a non-VMware server unit, at which time Lakeside Software, Inc. will provide regular support.
- 3) The client can authorize Lakeside Software, Inc. to investigate the VMware related items at normal time and materials rates. If such investigation shows that the problem is VMware related, the client may contract Lakeside Software, Inc. to provide a software change to resolve the issue if such a resolution is possible.
- 4) Regardless of the problem type or source, if the problem is determined to be a non VMware related issue - time spent on investigation and resolution will be covered as part of regular maintenance, and support will be provided as usual.