

THIS SOFTWARE LIST HAS BEEN INCORPORATED BY REFERENCE INTO, AND FORMS AN INTEGRAL PART OF, THE AVG PARTNER AGREEMENT BETWEEN AVG AND COMPANY (THE “AGREEMENT”). Capitalized terms not otherwise defined herein have the meanings ascribed to them by the Agreement.

Support Definitions

Support Level		Description
Level 1	Purpose	Warranty support in accordance with documentation.
	Resources	Strong technical ability and customer skills, familiar with product operation and environment.
	Actions	Resolve problems related to product functionality and usability.
Level 2	Purpose	“Helpdesk-to-helpdesk” technical triage.
	Resources	Senior-level technical skills, customer skills, familiar with product operation and Distributor infrastructure/environment.
	Actions	Check/compare actions and system behavior to design intent, identify faulty hardware or third-party software components, recommend appropriate action, escalate to Level 3 where product non-conformance is discovered.
Level 3	Purpose	Replicate system problem, localize fault, recommend workaround until a fix is developed and deployed.
	Resources	High level technical specialist, understands system implementation + Vendor Development Staff
	Actions	Replicate problem in the lab, determine problem component and recommend workaround to Company so that Company may explain it to the End User.