



Pharsight Corporation Product Maintenance and Support Policy

Customer Support

Headquartered in Cary, North Carolina, USA, the Pharsight Customer Support Team is committed to providing our worldwide clients with world-class support. Support team members help troubleshoot problems with our products, as well as answer questions about product functionality, and submit customer enhancement requests to Pharsight's product management team for consideration in future product versions.

When Pharsight software is acquired, our customers receive not only leading-edge software applications, but also a high level of customer support service that increases the value of our products. It is our policy to support each version of our software for 18 months after the last date it is available for commercial sale.

Technical support for Pharsight software products includes:

- Responding to customer requests and problems on product features and functions via e-mail, voice mail, and/or fax.
- Providing workarounds when possible.
- Providing unlimited access to the Pharsight support web site at http://www.pharsight.com/support/support_sflogin.php, where customers can request technical support and receive the latest information on products, available updates, known issues, tips and techniques, and technical white papers.

Customers may use several communication channels to reach the Pharsight Customer Support Team to report questions, program defects, or enhancement requests. Communication tools include the Pharsight Support web site, http://www.pharsight.com/support/support_sflogin.php, sending e-mail to support@pharsight.com, calling the technical support messaging system at 919-852-4620, or sending a facsimile to the Pharsight support team at 919-859-6871. Of the communication options mentioned above, the primary tool for conveying support requests is the Pharsight support e-mail address.

All incidents reported to Pharsight, whether reported via the web, e-mail, telephone, or fax, will be entered into the Customer Relationship Management system and assigned an incident tracking number.



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Incident Tracking

Pharsight tracks all support incidents and calls through the use of its Customer Relationship Management (CRM) system via the Incident Tracking Number (ITN) assigned to each incident. Each incident will remain open until the issue has been satisfactorily resolved in Pharsight's reasonable judgement. If the customer disagrees with Pharsight's opinion that the incident should be closed, it can avail itself of the Incident Escalation Process described below. All customer inquiries, after the initial communication, and all support responses should refer to the ITN. For e-mail correspondence, the ITN should be used in the Subject line. The intended life cycle for all incidents is as follows:

- Customer reports the support incident to Pharsight. During reporting, it is essential that the customer e-mail to Pharsight all relevant screen shots, error messages, or attached files. This facilitates the speed of problem resolution.
- Pharsight support specialist enters the incident into the tracking system, and assigns a unique Incident Tracking Number (ITN) to each incident.
- An attempt to resolve the problem is made by the support specialist at the time the incident is reported.
- If no resolution is found immediately, the customer support person assigns the ITN to appropriate Pharsight technical personnel.
- Once an issue has been resolved to the customer's and/or Pharsight's satisfaction, the incident is closed.

Incidents and the Software Development Process

If an incident is a software defect, the Pharsight defect management process will be initiated. A support specialist will verify that the incident is a defect and then will subsequently enter the defect into the defect management system, with reference to the incident tracking number in the "CRM ID" field of the defect record. The support specialist will also enter the defect number into the customer relationship management system incident record, so that there are cross-references between the customer relationship management system and the defect management system for future reference.

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Prioritization and Resolution of Support Incidents

In order to help establish resolution priorities, Pharsight sets a disposition on each incident so that the most critical problems are handled in the timeliest fashion. There are specific criteria and individual response strategies defined for each incident type. These are summarized in Table 1 along with the respective contributions of the Customer and Pharsight Support personnel toward achieving a resolution. Critical customer issues will be channelled to the most appropriate resource depending on the nature and geographic location of the issue. Geographically closest Pharsight personnel will be dispatched for on-site resolution of critical issues, when required.

Table 1: Support Issue Resolution Summary

Type of Support Issue	Customer Responsibilities	Pharsight Responsibilities
Information Request / Question	<ol style="list-style-type: none"> 1. Consolidate all examples of the question. 2. Consolidate and capture into one communication. 3. Submit questions and/or information via proper channels (email preferred.) 4. Respond to any requests for additional data. 5. Communicate closure of the issue upon resolution. 	<ol style="list-style-type: none"> 1. Enter the question/request into the incident tracking system to obtain an Incident Tracking Number (ITN). 2. Within 1 business day, acknowledge receipt of the question/request and report the ITN to the customer for reference purposes. 3. If possible, customer support specialist responds to question/request. 4. If needed, customer support specialist forwards the question to the appropriate technical resource. 5. Forward response to the customer. 6. Document response and update incident record in tracking system. 7. Close incident upon receipt of closure confirmation from customer or upon Pharsight internal determination of satisfactory resolution.
Defect	<ol style="list-style-type: none"> 1. Verify repeatability of defect. 2. Provide full documentation and screen shots (if possible) on the steps it took to find the defect. 3. Consolidate and capture into one communication all information related to the defect. 4. Submit to Pharsight the incident via proper channels (email preferred.) 5. Respond to any requests for additional data. 6. Once resolution is supplied, the customer will verify resolution in a test environment and communicate findings to Pharsight. 	<ol style="list-style-type: none"> 1. Enter the question/request into the incident tracking system to obtain an Incident Tracking Number (ITN). 2. Acknowledge receipt of defect report and report the ITN to the customer for reference purposes, following the timelines in Table 2. 3. Customer support specialist will attempt to duplicate the defect. 4. If a resolution for the defect is available immediately, customer support specialist will forward the relevant information to the customer. 5. If needed, customer support specialist will forward the defect to the appropriate technical resource for resolution. 6. The customer support specialist or appropriate technical resource will enter the defect in the defect management system, and include the ITN. The

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		<p>customer support specialist will enter the defect ID number into the incident tracking system to insure traceability.</p> <ol style="list-style-type: none"> 7. Provide a problem report to the customer following the timelines in Table 2. Include the results of Pharsight's investigation into the problem, including specific information regarding what condition or steps will cause the defect, and what features will be affected by the defect. Also include a workaround, if possible. 8. For critical defects, the Development personnel will determine if a patch is feasible. 9. Provide final resolution of the problem in the next scheduled release (if possible) for critical defects, and as feasible for other defects. 10. Close incident upon receipt of closure confirmation from customer or upon Pharsight internal determination of satisfactory resolution.
Product Improvement/Enhancement Request	<ol style="list-style-type: none"> 1. Consolidate and capture request into one communication. 2. Submit questions and/or information via proper channels (email preferred.) 3. Respond to any requests for additional data. 	<ol style="list-style-type: none"> 1. Enter the question/request into the incident tracking system to obtain an Incident Tracking Number (ITN). 2. Acknowledge receipt of the question/request and report the ITN to the customer for reference purposes. 3. Enter the request in the defect/enhancement management system, include the ITN, and assign the enhancement to the appropriate technical resource. Enter the enhancement ID number into the incident tracking system to insure traceability. 4. Development will provide final resolution of the problem in a future release, if feasible. 5. Close incident upon Pharsight internal determination of satisfactory resolution.
PKS Outage	<ol style="list-style-type: none"> 1. Verify problem is not due to the customer's infrastructure. 2. Provide full documentation and screen shots (if possible) of any error messages received. 3. Consolidate and capture into one communication all information and error messages relating to the system outage. 4. Submit to Pharsight the incident via proper channels (email preferred). 5. Respond to any requests for additional data. Failure on the part of the customer to provide data necessary to reproduce the issue can increase response time, or make the issue impossible to resolve. 6. Once resolution is supplied, the customer will verify resolution and communicate findings to Pharsight. 	<ol style="list-style-type: none"> 1. Customer support specialist will attempt to get the system back up by taking the customer through the appropriate steps. 2. If a solution for the system crash is available immediately, customer support specialist will forward the relevant information to the customer and close the incident. 3. If the outage is not immediately fixable, the incident is forwarded to the appropriate technical resource for resolution. Management will be notified of the incident. All available resources will be assigned to a system outage event and will stay engaged until a resolution is achieved. If necessary, the geographically closest technical resource will be dispatched to the customer site for troubleshooting and resolution. 4. The customer is notified of the estimated system outage resolution time. 5. Close incident upon receipt of closure confirmation from customer.



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Resolution of Software Defects and Limitations

If a support incident causes the discovery of a software defect or limitation, Pharsight will formulate a response strategy based upon the severity of the issue. For purposes of consistency, severity is assigned to one of the following prioritization categories:

- A) Customer is unable to use the product.
- B) Customer is able to use the product, but operation is severely restricted.
- C) Customer is able to use the product with some restrictions on the functions that may be used, and these restrictions do not have a critical impact.
- D) The error causes little or no impact on Customer's operation or the customer has a way to work around the problem.
- E) Customer has ideas and inputs for product improvement.

Pharsight's response to any reported software defects or limitations will be comprised of three distinct phases:

- **Initial Response:** Acknowledgement of receipt of the request via e-mail, fax, or phone. Entry of the incident into tracking system. Specific plan of action is delivered to Customer along with the Incident Tracking Number (ITN). The proposed resolution plan is discussed with the customer, and a mutually agreeable resolution priority will be set.
- **Problem Report/Workaround:** Pharsight technical support staff report back to the Customer on the results of Pharsight's investigation into the problem. This report will include specific information on what conditions or steps will invoke the issue, and what features will be affected by it. Whenever possible, a workaround for the problem will also be explained in this report. For only category A and B issues, a patch may be provided to the Customer if feasible. Depending on the nature of the patch, it may be provided solely to a particular customer.
- **Final Resolution:** Defect is fixed or enhancement is incorporated in a future release of the product.

Target completion times for the above phases are dependent upon the priority categorization of an individual defect or limitation as summarized in Table 2.



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Table 2: Resolution Timelines

Priority Category	Initial Response*	Problem Report/Workaround	Final Resolution
A	Within four (4) hours.	Within two (2) business days.	In next scheduled release.
B	Within four (4) hours.	Within five (5) business days.	In next scheduled release.
C	Within eight (8) hours.	Within seven (7) business days	As feasible depending on priority.
D	Within eight (8) hours.	Within ten (10) business days	As feasible depending on priority.
E	Within eight (8) hours.	Not Applicable	As feasible depending on priority.

*All response times are based upon submission of the issue during the hours of 8:00 a.m. EST to 5:30 p.m. EST, Monday through Friday excluding company holidays. Incidents reported at other times will receive a response as soon as possible during Pharsight's normal operating hours.

Incident Escalation Process

Pharsight has added standard verbiage to responses sent by email, requesting that the customer send a reply if the issue is not resolved to their satisfaction. For PKS customers, up to 3 additional attempts will be made by Pharsight to verify that the issue has been resolved. If no response is received from the customer indicating dissatisfaction, the issue will be considered resolved to satisfaction. In the event that Pharsight does not handle incidents with the same sense of urgency relayed by the client or in the event that the Customer disagrees with Pharsight's determination that an incident should be closed, the incident will be escalated to the next level of Pharsight management. In the event that issues are not resolved within the time allotted, issues are escalated to the Sr. Director of Software Development.

In order of increasing escalation, notification is made to the following Pharsight management:

- Sr. Director, Software Development – Tony Chang (tchang@pharsight.com)
- Vice President, Development – Jonathan Feldmann (jfeldman@trijos.com)



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Software Product Updates

When a software product version is commercially released, Pharsight will make it available electronically to the Customer during the then current maintenance and support term, provided that the Customer has paid the applicable maintenance and support fees. Customers are notified of a product version's availability via an email announcement that is sent to the relevant user base. All product versions are available via download from the support website. Shipments of product CDs and associated printed product documentation (e.g., User's Guides) can be requested for an additional fee from Pharsight Sales personnel.

Updates for PK automation tools to support future releases of commercial software products will be made available upon request as a follow-on service offering.

Pharsight will not guarantee support of an individual operating system or third-party product version for longer than the vendor of that operating system/third-party product supports it.

Pharsight will make reasonable commercial efforts to ensure that Pharsight commercial products are compatible with new versions of operating systems/third-party products as soon as practicable after a new version becomes commercially available.

Optional Support Services

Pharsight realizes that there may be instances in which the customer may require the availability of Pharsight support resources either outside of our normal service hours or on-site at the customer location. Such support will be made available on a fee-for-service basis, provided sufficient notice is given and resources are available.

The Customer should be aware that analyzing output, writing scientific models, suggesting PK methodology, and writing or editing automation scripts fall outside the realm of software support. Pharsight support specialists will help with model syntax and using the interface. Help with writing scientific models, developing a plan for data analysis, analyzing output, and automating analysis can be obtained from consulting services on a fee-for-service basis if the customer desires and if resources are available.