

Morris Digital Works Support Procedures and Contacts

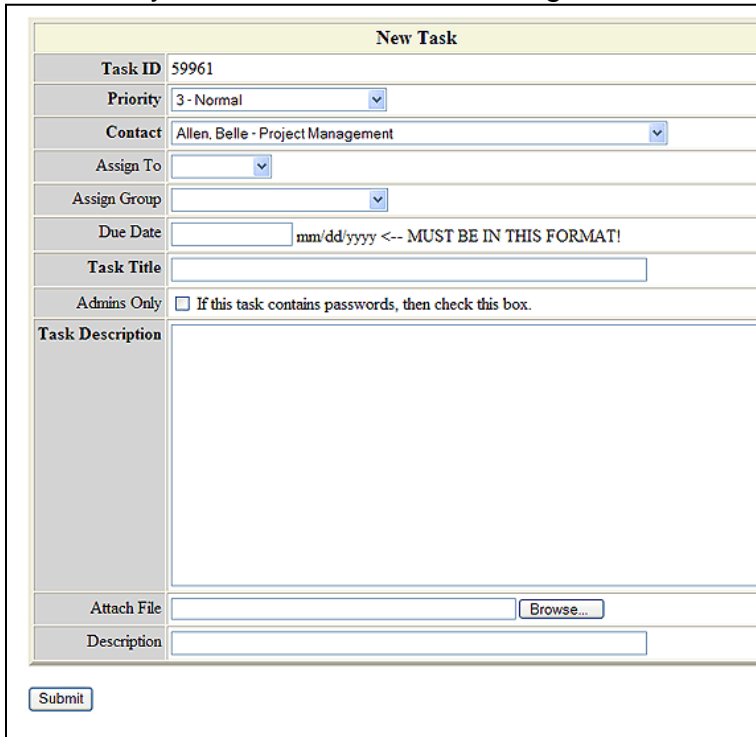
Morris Digital Works (MDW) is dedicated to the ongoing technical support of our Morris Business Units (MBU) through an aggressive approach to efficient and timely problem resolution of technical issues. As such, we have developed the following support procedures. We ask that you use the following procedures if you experience technical difficulties. If you have suggestions for product enhancements or ideas for expansion of your business using our technologies, we ask that you contact your property consultant.

TaskTracker

TaskTracker, an automated trouble ticketing system for internal MBU customers, is used to document and track reported problems. It is the first step in the problem resolution process and is used to document all aspects of your concern without relying solely on phone conversations which may not fully capture the scope of your problem.

How do I use TaskTracker?

If you need to enter a trouble ticket, simply navigate to TaskTracker web form and enter your information. When filling in the “Task Title” it’s a good idea to



include the name of your property or publication(s) to which the problem is related. In the “Task Description” field, please be as detailed as possible in describing the problem. Complete descriptions will facilitate rapid resolution to your issue. For example, you may cut and paste error messages into the body of the description field. Additionally, you may submit attachments (e.g. screenshots and emails). Please make note of the Task ID number, as you will need it whenever referring to this task.

Once you have completed the web form, select the “submit” button. You will also receive an automated email confirmation with the task number and description.

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For non-emergency requests, please anticipate a 72-hour (three business days) turn around.

What happens after I submit a task?

During normal business hours (Monday-Friday 8am-5pm) TaskTracker is monitored regularly by our support engineers. When the system receives your request, it is reviewed, prioritized and then assigned to the appropriate support engineer for resolution.

Resolution

During the resolution process, you will receive email updates. Once the problem has been resolved you will receive an email stating the problem, its solution and informing you that the task has been completed.

Priority 1 and Priority 2 Tasks

Typically, routine tasks are taken in the order received and assigned to the appropriate support engineer to address. However, there are instances where your task will require more immediate attention. Such instances include, but are not limited to:

1. Site Outage -- your site will not serve. (Priority 1)
2. Classified ads did not load (Priority 2)
3. Database is not returning results from a query (Priority 2)
4. SiteWeaver will not publish (Priority 2)
5. Uploading ability is hindered (e.g. FTP access to our servers is denied) (Priority 2)

For these higher priority tasks, we have implemented a two-step procedure that will facilitate the escalation for this type of problem. First, enter a TaskTracker request. Remember to write down the task number. Next, call the Main Support number (706) 828-2955. Please be prepared to provide the support engineer answering the call with the task number and the description of the problem.

After Hours

The TaskTracking system is not regularly monitored after hours. Therefore, if you have an after-hours priority one task, we recommend immediately following-up

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with a phone call to the Support number. While the support number is always monitored by an after-hours support engineer, there may be instances when you will be routed to voicemail. If so, Please leave a message including:

1. Your name
2. Organization
3. Task number
4. Contact number
5. Nature of problem

A support engineer will return your call promptly. If the situation is urgent, and a support engineer has not returned your call within 15 minutes, please contact:

<p>John Ellinger Manager of Network Operations (706) 495-6989 john.ellinger@morris.com</p>	<p>Shane Clinton Director of Technical Support and Project Management Work: (706) 823-3442 Cell: (706) 951-3442 shane.clinton@morris.com</p>
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*** Note: These numbers should only to be used in a priority one/emergency situation and if you have not received a prompt response from the after hours support engineer.*

Support Hours of Operation

Normal business hours for the Support department are:

- Monday through Friday 8am -6pm EST

After hours calls are defined as:

- Monday through Friday 6pm-8am EST
- Friday 6pm through Monday 8am EST

Escalation Path and Contact Numbers

During normal business hours please adhere to the following escalation procedures:

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1. Complete a Task Man ticket
2. Call the main support phone number: (706) 828-2955 (24/7/365)
3. Follow-up with an Email to: support@morris.com

For after hours concerns, please follow these procedures:

1. Complete a Task Man ticket
2. Call the main support phone number: (706) 828-2955 (24/7/365)
3. Follow-up with an Email to: support@morris.com
4. If, in the unlikely event that you have not received a response from an **after hours** support engineer within 30 minutes please contact:

John Ellinger, Manager of Network Operations

Work: (706) 828-4306

Cell: (706) 495-6989

Email: john.ellinger@morris.com

OR

Shane Clinton, Director of Technical Support and Project Management

Work: (706) 823-3442

Cell: (706) 951-3442

Email: shane.clinton@morris.com