Morningstar Commodity Data Support

Technical Policies

MORNINGSTAR®

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Support

All Morningstar Commodity Data products include 'Basic Care Support' service which provides technical support via phone and e- mail regarding problems, the use of functions and features of the software, identification of anomalies in data sources and general advice on how to get the best results from Morningstar Commodity Data software. Support also includes help with initial product installation and configuration, as well as, access to maintenance patches, product upgrades and enhancements.

Named Users

Each user, as a customer may request and receive support for the particular product to which they hold a valid license. For each location, CUSTOMER should specify a named user that is authorized to receive support for the Commodity DataServer database. Support for the database will be provided only to such authorized individual. In addition, no support will be provided to any user not holding a valid license.

Support Incidents and Hours

Morningstar Commodity Data does not place a limit on the number of support phone calls, e-mails or incidents, but may limit the amount of Morningstar Commodity Data technicians' support time dedicated to non-critical issues.

Contacting Customer Support

You may contact customer support via the following:

E-mail

commoditydata-support@morningstar.com

US & Canada

Telephone 1.800.546.9646 or 512.697.3160, select Option 1

Hours Monday 7am – Friday 6pm, CST, excluding US holidays.

After Hours & Emergencies 1.800.546.9646 or 512.697.3000, select Option 1

A voice mailbox that requires the caller to leave a detailed message and call back number for off-hour support is also available for non-emergency situations.

UK & Europe

Telephone +44 20 3194 1450

Hours Monday 8am – Friday 5pm, GMT, excluding UK bank holidays.
After Hours & Emergencies +1.800.546.9646 or +1.512.697.3000, select Option 1

Singapore & Asia Pacific

Telephone +65 6438 4647

Hours Monday 9am SGT – Friday 6pm, SGT, excluding Singapore holidays.
After Hours & Emergencies +1.800.546.9646 or +1.512.697.3000, select Option 1

After Hours & Emergencies Details

Email and phone calls are monitored by Morningstar Commodity Data support staff from
9pm CST Sunday to 6pm CST Friday – core business hours.

Outside of core business hours, Morningstar Commodity Data monitors phone calls from clients
to the after hours and emergencies contact number and will respond to critical production issues.
Non -critical issues will receive attention at the start of the next business day.

Notifications are sent to clients re-iterating holiday coverage hours prior to any upcoming holiday.

Morningstar Commodity Data endeavors to staff its help desk during operating days and
hours at a level such that 90% of callers will receive an immediate response. In the event a
message needs to be left a response will be made within one hour.

Problem Response Procedure

The response to a support request may include one or more of the following:

- Indication that the issue has been logged and is being investigated.
- A request for more detailed information or sample data.
- Suggestions for resolving the problem.
- An answer to the question.
- A solution to the problem.
- A workaround.
- A status report, if the reported problem appears to be caused by faulty code in the Morningstar Commodity Data software.

Escalation Levels

Support: All support requests enter our system at this level. The technicians at this level are experienced with the Commodity DataServer, the Commodity DataServer database and the entire scope of Morningstar Commodity Data applications. If they cannot resolve the issue it is immediately escalated to Support Management or, where appropriate, directly to any higher level.

Support Management: The technicians at this level are the most experienced Support technicians and Professional Services specialists. If they cannot resolve the issue it is immediately escalated to a Department Specialist or, where appropriate, directly to any higher level.

Department Specialist: The technicians at this level are part of our Development, Systems Administrative or Data Operations team. If they cannot resolve the issue it is immediately escalated to the Morningstar Commodity Data Executive Team.

Morningstar Commodity Data Executive Team: The issues that are escalated to this level are usually product enhancement requests that significantly affect our development cycle and/or plans.

Problem Severity

Critical (C): Production is down, severe business impact.

Major (M): Production partially down, productivity or performance is impacted.

High (H): Production is up, but functionality or performance through workarounds is unacceptable.

Normal (N): Production is up, but unable to achieve desired results due to questions concerning functionality or data.

Funded Project (FP): Custom development/enhancement or non-critical request.

Problem Resolution Procedure

When you report a problem that may be a "bug" in our software, we must be able to reproduce the problem in our support lab. This sometimes requires your data file(s) or other detailed information. Please be prepared to provide us with anything we request from you. If needed, we will sign a non-disclosure statement to protect the confidentiality of your data and other development work. The cost of researching these problems will be handled as follows:

- If the problem is due to faulty code in Morningstar Commodity Data's product, Morningstar Commodity Data will assume responsibility for the research cost.

- If the problem is caused by anything other than faulty code in Morningstar Commodity Data's product (user error or problems in other vendors' software products) and we have expended a significant amount of time on diagnosis of the problem, we reserve the right to charge you for the cost of research, at our normal commercial rates.

Consulting and Training Options

Occasionally, a support request exceeds reasonable boundaries for normal technical support. For example, our support technicians may be asked to build, rather than provide advice on, part of a query or data integration solution. This effort falls into the category of consulting and Morningstar Commodity Data will, in such cases, offer to carry out this work at our normal commercial rates. Similarly, there are occasions when the support request expands into one-on-one training because a user has not spent sufficient time learning about our software. In such situations we will notify the CUSTOMER of the need for training.

Morningstar Commodity Data Customer Portal

The Salesforce Client Portal allows Morningstar Commodity Data customers to view, and update the inquiries they have reported to Morningstar Commodity Data. The Portal also enables Morningstar Commodity Data customers to report new issues to Morningstar Commodity Data. To log in to the Self-Service portal: Open the Self-Service portal in your browser. The URL is: http://www.morningstarcommodity.com/support. To request a username and password for the portal, please email: commoditydata-support@morningstar.com.

Confidentiality

Information exchanged during the support process will not be disclosed to any third party without written consent.

Right to De-support

In an effort to continuously enhance and improve our product offering, Morningstar Commodity Data may provide additional releases or versions of its programs in the form of an update as part of our technical support services. It may become necessary as a part of Morningstar Commodity Data's product life cycle to de-support the programs and, therefore, Morningstar Commodity Data reserves the right to de-support its programs. De-support notices generally are available 12 months in advance of the de- support date and are posted on Morningstar Commodity Data's Web site and provided to CUSTOMERS by either mail or e-mail.