



## **CORE TECHNOLOGIES CONSULTING, LLC** **SOFTWARE MAINTENANCE AGREEMENT**

### **Services**

Core Technologies Consulting, LLC (CTC) shall provide the following services for the product(s) licensed by the customer:

- \* Major upgrades (with substantially enhanced/additional functions);
- \* Minor updates (with improved functionality and/or the bundling of several patch updates);
- \* Patch updates (targeted fixes for specific errors), upon request only;
- \* Information via email when new major/minor updates are available.

All software will be delivered by email, or will be available for download from our web site (<https://www.CoreTechnologies.com>).

### **Support**

CTC shall provide support for specific technical problems and failures of the licensed software. For this purpose, the customer will generally contact CTC via phone or email with a detailed description of the problem and a classification in the following priority levels:

- \* Level A: Software does not work as described and there is no workaround.
- \* Level B: Software works but with limited functionality.
- \* Level C: Software basically working but there are non-critical problems.

CTC will usually respond within a few hours of a request for support but CTC can only ensure the following response times (via phone or e-mail):

- \* Level A: Within the next working day
- \* Level B: Within the next working day.
- \* Level C: Within the next two working days.

CTC's working day is currently any Monday – Friday, 9 a.m. – 5 p.m. PST, excluding US federal holidays

([https://en.wikipedia.org/wiki/Federal\\_holidays\\_in\\_the\\_United\\_States](https://en.wikipedia.org/wiki/Federal_holidays_in_the_United_States)), December 24 – 31, and one week in August. These are subject to change.



## **After-Hours Support**

CTC also offers support outside of the normal working day for an additional charge. This service is available 24/7/365 and costs \$75 per incident if CTC responds to the matter within 4 hours. There is no charge if CTC does not achieve a response time of less than 4 hours.

## **Customer Cooperation**

To guarantee the best level of efficiency, the customer commits itself to describing the problem(s) requiring support as exactly and in as much detail as possible. The compliance with this obligation to cooperate is essential to the provision of all support services in a timely and due manner!

In addition, be aware that the customer may have to provide CTC with remote access to its computer systems in order for CTC to fully investigate environmental problems. This is entirely at the customer's discretion, of course.

## **Disclaimer**

Due to the complex nature of hardware and software applications, networks and specific configurations with the licensee, CTC cannot assume liability for the successful remedy of any error. That is, despite CTC's best efforts it may occur that errors cannot be rectified in providing support to the licensee.

## **Contact Information**

Please contact CTC by phone at (888)-881-CORE (2673) toll free in the USA, or +1 510-343-3565 from outside the USA, or by sending email to [support@CoreTechnologies.com](mailto:support@CoreTechnologies.com).

CTC's web site lists the latest contact information:  
<https://www.CoreTechnologies.com/support/>