



Software Support Agreement Summary

	Standard Support	Premium Support	
SUPPORT SERVICES	Proactive service bulletins and software notifications for new releases	✓	✓
	Customer Web portal (CRM) access	✓	✓
	Knowledge database access	✓	✓
	Complimentary SNMP driver creation during the initial deployment	✓	✓
	Complimentary SNMP driver creation throughout the product lifecycle	-	✓
	Assigned Technical Account Manager	-	✓
HOTLINE	Email support during Normal business hours/days (9am - 5pm, Mon. - Fri.)	✓	✓
	Remote Assistance during Normal business hours/days (9am - 5pm, Mon. - Fri.)	✓	✓
	Priority access to support resources during Normal business hours/days	-	✓
	Email support 24 hours x 7 days a week (24/7)	-	✓
RESPONSE TIMES	Severity 1 Event (Critical)	2 BD*	1 BD*
	Severity 2 Event (High)	5 BD*	3 BD*
	Severity 3 Event (Medium)	10 BD*	5 BD*
	Severity 4 Event (Minor)	As CONNECT deems appropriate	As CONNECT deems appropriate
UPDATES & UPGRADES	Access to Software updates (within the same generation)	✓	✓
	Complimentary software update service (once a year)	-	✓
	Premium Discount for Software generation upgrades	-	✓
HARDWARE SUPPORT	Repair (parts/product & labour)	✓	✓
	Return shipping fees included	✓	✓
	Repair Turn Around Time	30 BD*	20 BD*
SLA TERMS	Initial Term of Support Contract	3 to 10 years	3 to 10 years
	Tacit renewal after initial term (year-to-year)	✓	✓
	PRICING (% of Software and Custom Developments list prices)	18%	25% (Min: 5000€/US\$)

*BD = Business Day

Order

By placing an order with CONNECT, Customer agrees with the terms and conditions set forth in the Software Support Agreement, which will govern the order, and renounces its own conditions. It is expressly agreed that no correspondence or payment shall in any way modify the Support Agreement conditions unless set forth in writing and agreed by both parties.

Specific Conditions if any :

Company :

Name :

Title :

Date and Signature : |