



Software Maintenance Program Overview

	Gold
Term Length	1 year or 2 years ¹
Response Time²	Based on Severity level: 1, 2 = 2 hours 3, 4 = 8 hours
Follow Up Time²	Based on Severity level: 1 = Every 4 hours 2 = Daily 3, 4 = Every 3 days
Phone Support	24 hours, 7 days a week

¹ Start date is date of purchase

² Communication is via email or phone. Response times are based on initial phone contact.

³ Local operations center time (Local support centers: in US Pacific Time).

Note: support is offered in English language. Other languages may be available.

Software Maintenance includes patches, major and minor upgrades and online document library.

Severity LEVEL	Description
1	Complete loss of service for all users. May cause direct revenue loss.
2	Limited loss of service. No acceptable workaround available. Operations can continue in a limited fashion.
3	Minor impact to limited functionality. Functional via workaround. Inconvenience.
4	No loss of service. Request for information.

NOTE: ALL RESPONSE TIMES AND FOLLOW-UP TIMES ARE ESTIMATES ONLY. ZPE SYSTEMS, INC. WILL USE ITS BEST EFFORTS TO MEET THE NOTED TIMES BUT MAKES NO GUARANTEE OR WARRANTIES WITH RESPECT TO SUCH RESPONSE TIMES AND FOLLOW-UP TIMES. ZPE SYSTEMS, INC. ABILITY TO RESOLVE SOME SOFTWARE ISSUES OR TRIAGE AN ISSUE THAT MAY NEED ENGINEERING TO RESOLVE MAY REQUIRE REMOTE ACCESS TO THE SOFTWARE ENVIRONMENT. FAILURE TO PROVIDE REMOTE ACCESS MAY RESULT IN A DELAY OR LACK OF A RESOLUTION FOR THE REPORTED ISSUE.

Support Contact:

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