



# Software Support Contract

## Executive Summary

The 1-Year Support Contract provides technical support for all software products created by Babbage Technologies including software updates available during the term of the contract.

When multiple product license keys are purchased, and individual software support contract may be purchased for each product license key. Each support contract is associated with exactly one product license.

Any customer having an expired support contract must first purchase software support coverage from the date the previous contract ended up to the current date before purchasing additional software support contract to extend their coverage.

## Features and Benefits

- All product upgrades including both major and minor revisions
- Bug fixes and feature request consideration
- Customer support during normal business hours (Monday - Friday, 9:00 AM - 5:00 PM Central time, excluding major U.S. holidays)

## Details of Service

Babbage Technologies will perform each of the following service activities:

Warranty	
Activities	Description
Create support contract	The Babbage Technologies team will assist the customer in the registration process. Babbage Technologies will create the support contract and provide the customer with a Support Entitlement Certificate via email.
Provide customer support	Babbage Technologies will provide technical support 9-5 Central time via email and the online ticketing system.
Provide software support and upgrades	The Software Support Contract provides technical support and configuration assistance for the associated product only. Software Support Contract entitles customers to all software upgrades and/or updates, which include new features and product enhancements and are available by download through the product page or by <a href="#">contacting the Babbage Technologies Support Team</a> .



## Assumptions

Before support services can be provided by Babbage Technologies, it is assumed that the customer has purchased a Software Support Contract and associated license keys as appropriate.

The following items are outside the scope of the Software Support Contract. Please contact Babbage Technologies support for more details.

- Software not created and sold by Babbage Technologies
- Software that has reached end of life
- Changes to software that void warranty
- Customer environment such as virtual machines, network, devices, etc., that are not required for normal function of the software.

## Scope and Responsibility

The items stated here are responsibilities to and from both Babbage Technologies and customer. By purchasing a software support contract, the customer agrees to make a good faith effort to furnish all necessary information listed or requested to aid support and problem resolution.

### Babbage Technologies Responsibilities

- Provide 9x5 technical support in English within a reasonable amount of time. No specific service-level agreement is made, but a response time goal for all requests target is set at 24 hours.
- Provide support through the support ticketing system and/or email in English only.
- Make software updates/upgrades available via the website or by other means if mutually agreed-upon.

### Customer Responsibilities

- Provide the product version, computer hostname, registration information.
- Provide Windows version information and description of 3<sup>rd</sup> party products that interact with Babbage Technologies product.
- Purchase the appropriate software support contract prior to upgrading and legacy license keys.
- Provide registration information.
- Provide product configuration details.
- Contact the Babbage Technologies Technical Support team when an issue occurs
- Provide details of the issue including but not limited to: exact error messages, logs, whether issue can be replicated, available hard drive space, business impact due to the issue, urgency, priority, and any other pertinent information to identify the problem.
- Provide log files and screenshots as required.
- Provide a point of contact during time of service.
- Allow access to the system when needed



## **Terms and Conditions**

Babbage Technologies terms and conditions apply.

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Specifications are subject to change without notice.

Disclaimer: This information is reliable at the point of creation and may be subject to change.