

SUPPORT OVERVIEW



Support Item	Support Item Description	Support Plans		
		Standard (Free)	Advanced (\$195) per license	Premium (\$345) per license
Support period	Starts from the day product is registered for free support or plan is bought for advanced / premium support	12 months	12 months	12 months
Online support	Response within 1 business day	✓	✓	✓
Product patches	Free download from web site	✓	✓	✓
Product upgrades	Upgrades will be available at a discounted price (%age of MSRP at upgrade purchase time)	30%	1 Free Balance @ 30%	All free
Phone support	1. General Support hours 8:00 AM - 5:00 PM PST. 2. Technical Calls escalated to senior engineers, if required, will be scheduled at a mutually convenient time.	\$50.00 for 20-minute call (minimum). Thereafter \$ 12.50 for 5 minutes increments	10 free 20-minute calls, subsequent calls at standard support rate.	20 free 20-minute calls, subsequent calls at standard support rate.

For more details

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