

FacetWin and FacetTerm Maintenance

Thank you for purchasing annual maintenance for your FacetWin or FacetTerm license. Below is a description of the services you receive. Note that the services apply to each product (FacetWin, FacetWin DT or FacetTerm) for which annual maintenance is purchased.

Annual Maintenance

The products for which maintenance is purchased and paid for are covered for the period specified in the FacetWin, FacetWin DT or FacetTerm maintenance invoice. FacetCorp will, subject to exclusions listed in the FacetWin and FacetTerm License Agreements, provide support for the covered product as provided below:

- Email Technical Support – Email inquiries to support@facetcorp.com are entered into the FacetCorp ticket tracking system and the customer gets an automated email acknowledgement. The email inquiry is reviewed and handled by one of FacetCorp's trained support technicians. After hours email requests will be processed the next business day.
- Telephone Technical Support – Toll-free (from North America) telephone support from a trained support technician is available during normal business hours (see below). Telephone requests left after hours on voice mail will be processed the next business day.
- Priority Response – Technical inquiries from customers under annual maintenance are handled with a higher priority than requests from "Time and Expense" customers that are not under annual maintenance.
- Free Product Version Upgrades – Product updates and upgrades are made available for download to customers under maintenance at no additional charge.
- Free Web Site Access to Technical Application Notes – 24 X 7 X 365.
- FacetCorp support hours are 8:30 am to 5:30 pm U.S. central time zone, excluding major U.S. holidays.

¹ Maintenance must be purchased for the total number of users licensed by the customer.

² FacetWin, FacetWin DT and FacetTerm annual maintenance covers the FacetWin, FacetWin DT and FacetTerm software products and excludes issues relating to the customer's software applications, networking, hardware environment, Internet service, etc.. For problems relating to the customer's environment, FacetCorp may provide assistance on a time and expense support basis at FacetCorp's then current rates.