

FacetWin and FacetTerm Technical Support Options

Warranty

FacetWin, FacetWin DT and FacetTerm licenses include a 30-day warranty for new customers with free technical support and free software upgrades during the warranty period¹. Customers not under warranty or maintenance may purchase version upgrades at the then published upgrade price. This price is normally 2 to 3 times the annual maintenance cost. Customers not under warranty or maintenance have online web access to some technical support application notes on the FacetCorp web site.

Annual Maintenance

FacetWin, FacetWin DT and FacetTerm customers have the option of purchasing annual maintenance² for their FacetCorp products. FacetWin, FacetWin DT and FacetTerm customers should contact their software supplier or FacetCorp for annual maintenance pricing information. FacetWin, FacetWin DT and FacetTerm customers under maintenance are provided:

- 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.

Time and Expense Support

Technical support is available via telephone and email for FacetWin, FacetWin DT and FacetTerm to customers not under annual maintenance. Service will be provided promptly but at a lower priority than requests from customers under annual maintenance. Time and expense service requires a credit card (or other payment) on file and is billed as follows:

- \$100 per hour billable in \$25 (15 minute) increments.
- \$50 minimum charge regardless of time required.
- Charges are per incident.
- Travel and other non-labor expenses billable at FacetCorp's cost.

¹ A new warranty is not included with add-on user count licenses for existing customers where the warranty from their original (first) license purchase has expired.

² FacetWin, FacetWin DT and FacetTerm warranty and 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.