



## Support Services for GSA Registered Customers

### New Customers — Warranty Period

Welcome! Your Cleanscape product is warranted as specified in the (Shrinkwrap) Software License Agreement (SLA). During the 30-day warranty period, use any of the services described below as required to get your product up and running as a successful addition to your software toolkit!

### New & Existing Customers — Annual Software Support Service

Cleanscape provides an annual service for ongoing maintenance, technical support, and product updates as described in this document. Your purchase may have included this service, valid for 12 months from the invoice date; if so, this is documented on your invoice.

### Technical Support

- Cleanscape will engage with a single, designated person for each license under Support.
- Hours: 8:00 am – 6:00 pm EST
- Support Options:
  - Telephone 800-944-LINT (5468) or +706-245-1070
  - Fax + 706-432-1720
  - Email, addressed to [support@cleanscape.net](mailto:support@cleanscape.net)
- Maximum Response Time:
  - Within four (4) hours of placement of support call before or during regular support hours.
  - Before noon EST the next business day if call is placed after regular support hours.

Cleanscape Support attempts to respond to all support calls regardless of severity as soon as a problem is reported. However, problems deemed severe will be given the highest priority. Support Services are available for the most current (shipping) revision and backward one prior release. Limited Support Services are also available for older versions on a case-by-case basis.

### Product Upgrades

Cleanscape may release new product versions periodically throughout the year. Your Software Support Service contract enables you can obtain new versions at no charge. Upgrades may:

- Correct bugs,
- Include new features and enhancements, and/or
- Maintain compatibility with newer versions of supported operating systems.

### License Transfer

Customers under support may transfer their license during the year at no charge. This transfer must be to the same operating system (e.g., Solaris to Solaris) with similar performance (e.g., 4 cores to 4 cores). Upon successful reinstallation, the customer must delete the product from the old machine and notify Cleanscape so a new permanent key can be generated.

Transfers requested when out of maintenance or subsequent to a 1<sup>st</sup> transfer in the maintenance year are subject to a \$500 administrative fee. Transfers to a different class of machine (new operating system or higher performance class) generally incur a fee (with an allowance for the prior license).

### Terms

Support is renewable for a period of 12 months from the date indicated in the sales quote and invoice, at a rate of 22.5% of the product's current license price. Support services are charged in advance and orders will be received prior to the previous annual expiration date. Should the contract expire, a reinstatement fee of up to 50% of the product price may be assessed. Additional license purchases will include maintenance prorated to the expiration of existing maintenance, and a maintenance contract cannot be for fewer licenses than the total number of a Customer's active licenses. If changes to your license quantity are required, contact [sales@cleanscape.net](mailto:sales@cleanscape.net).

Cleanscape reserves the right to charge the customer for any support service at current rates, plus travel expenses, to address any error or problem not covered by the SLA.