

Support Contract Number

## **QualityLogic – 10 Hours/1 Year Software Support Contract Policy**

QualityLogic is committed to supporting the products it sells through excellent customer support. Our objective is to insure that our customer's expectations and needs are met both before and after our products are purchased. With the recent purchase of your QualityLogic Testing Product, you are entitled to three (3) hours or sixty (60) days of support, whichever is completed first, consisting of the services described herein. This contract extends your access to technical support for an additional one (1) year or ten (10) hours of support beyond the initial 60 day/3 hour period.

### **Technical Support**

This Software Support Contract entitles you to technical support during QualityLogic's business hours from 8:00 AM to 5:00 PM Monday through Friday (Pacific Daylight Time). In order to provide quick response to support queries, please provide the contract number provided at the top of this page, your name, company name, and the product and version number. Customer Support e-mail should be sent to [support@qualitylogic.com](mailto:support@qualitylogic.com) and QualityLogic's Customer Support telephone number is 805-531-9030 Ext. 2.

If you require help in understanding the test results from a protocol standpoint, you will be asked to send test results files to QualityLogic via email. These results will be reviewed and responded to in 2-3 days. Should you need help in results analysis, trouble shooting bugs and/or prioritizing the defects found with the test, this is a consulting service that can be purchased from QualityLogic.

### **Software Media and Documentation Replacements**

This Software Support Contract entitles you to free replacements for your software media or user's documentation should they become damaged or lost during the term of this contract.

### **Product Updates & Upgrades**

QualityLogic has a standing commitment to ensure that the test or utility product you purchase remains current and up-to-date. Any revision released solely to correct one or more product bugs is provided to the product owner free of charge, providing that the owned version is within the current major release. This service is not dependent upon ownership of a support contract.

Many of the test tools that are sold by QualityLogic are based on published protocols that may change over time. If market conditions warrant, QualityLogic may choose to upgrade its test products to provide coverage for new versions of the protocol. Should QualityLogic decide to do this, current owners of the products may receive preferential pricing for these upgraded products. Upgrades are also made when QualityLogic enhances its products with new features and adds additional test/emulation support. These upgrades are covered in the initial 60 day/3 hour support period. After that period there will be an upgrade fee based on the product, type of upgrade and whether or not the customer owns an active extended support contract. Active support contracts provide a discount to the upgrade fee.

Owners of current one year/10 hour tech support contracts will receive a 10% discount off the list price on all upgrades to the covered product that are offered during the span of the contract. This applies only to upgrades of the individual product specifically covered by the support contract. Owners of current tech support contracts will also receive a similar 10% discount on one class seat in one open enrollment training class when such a class is offered during the span of the contract.

### **Update Notices**

Customers will be notified of any product enhancements, bug fixes, updates, or upgrades, Customers will further be notified just prior to the expiration of the 60 day/3 hour free support period, and also prior to the expiration of an extended support contract, in order to purchase an extension to their support coverage.

### **Software Support Contract Terms**

1. This Software Support Contract starts the day that its purchase is completed and continues for a period of one (1) year or 10 hours of technical support, whichever occurs first. It is exclusive of and in addition to the 60 day/3 hour support provided with purchase of the product.
2. Software Support Contracts are renewable based on the original date of Software Support Contract purchase.

Please direct inquiries regarding this contract to the QualityLogic Customer Support Department.