

Sundance Italia Srl
Maintenance Contract &
Support Scheme for SMT6035

Form : QCF51
Date : 6 July 2006

Description:	Contract governing the Sundance services for the SMT6035 linux software package
Product Number:	SMT6035
Document Issue Number:	2.3
Issue Date:	03/10/2007
Original Author:	Gabriele Mangini

Maintenance Contract & Support Scheme for SMT6035

SUNDANCE ITALIA SRL

Via Le Fontane 31/7, 16040 Leivi (GE), Italy

This document is the property of Sundance Italia Srl and may not be copied nor communicated to a third party without prior written permission.

© Sundance Italia Srl 2007



Certificate Number FM 55022

Revision History

Issue	Changes Made	Date	Initials
1.0	First revision	02/03/2007	GM
2.0	Second revision	13/04/2007	GM
2.1	Support services redefined	13/04/2007	GM
2.2	Support services duration redefined	24/04/2007	GM
2.3	Updated office address	03/10/2007	GM

Table of Contents

1	Maintenance Contract & Support Scheme	4
1.1	Development Support.....	4
1.2	On-site Support	4
2	Contacts	5



1 Maintenance Contract & Support Scheme

The support offered by Sundance Italia Srl is summarized in the following table:

	<i>Basic Support</i>	<i>Maintenance Contract</i>	<i>Additional Support</i>
Support time	3 hours	5 hours	10 hours
Maximum Duration	1 month ¹	3 months ²	6 months ³
Software updates	No	Yes, 1 year of free software updates ⁴ from the date of purchase	No
Response time	~ 2 working days	~ 1 working day	~ 1 working day
Support medium	Forum, emails, MSN Messenger, Skype	Forum, emails, MSN Messenger, Skype	Forum, emails, MSN Messenger, Skype
Number of users	Unlimited	Unlimited	Unlimited
Fee	FREE	€ 1100	€ 2000
Extra hours	No	No	€ 150 per extra hour

1.1 Development Support

Specific distribution or kernel support and particular features not present in the standard SMT6035 package are provided with this service.

Prices and timescales are on a case-by-case basis. Please see [Contacts](#) for additional details.

1.2 On-site Support

Sundance can provide a dedicated On-site Support Engineer during your critical linux-side development periods. The Support Engineer can be deployed to help troubleshoot problems encountered, or act in the role of an application consultant.

Prices and timescales are on a case-by-case basis. Please see [Contacts](#) for additional details.

¹ From the date of purchase of the SMT6035 software package.

² From the date of purchase of the Maintenance Contract.

³ From the date of purchase of the Additional Support.

⁴ Updates on request are subject to the **Development Support** conditions.

Sundance Italia Srl Maintenance Contract & Support Scheme for SMT6035

Form : QCF51
Date : 6 July 2006

2 Contacts

For any enquiry please contact:

SUNDANCE ITALIA SRL

Via Le Fontane 31/7, 16040 Leivi (GE), Italy

Tel: +39 0185 385193

Fax: +39 0185 385370

Contact Persons:

Dr. Fabio Ancona (fabio.ancona@sundanceitalia.191.it)