

Sundance Italia Srl
Maintenance Contract &
Support Scheme for SMT6096

Form : QCF51
Date : 6 July 2006

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Maintenance Contract & Support Scheme for SMT6096

SUNDANCE ITALIA SRL

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Revision History

Issue	Changes Made	Date	Initials
1.0	First revision	23/04/2007	GM

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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	10 hours	10 hours
Duration	1 month	6 months	6 months
Software updates	No	Yes, 1 year of free software updates ¹ 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	€ 1200	€ 2000
Extra hours	No	No	€ 150 per extra hour

1.1 Custom Support

Custom support and development are evaluated case by case.

Please see [Contacts](#) for additional details.

¹ Updates on request are subject to the **Custom Support** conditions.

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2 Contacts

For any enquiry please contact:

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