

Sundance Italia Srl
Maintenance Contract &
Support Scheme for SMT6136

Form : QCF51
Date : 6 July 2006

Description:	Contract governing the Sundance services for the SMT6136 software package
Product Number:	SMT6136
Document Issue Number:	1.0
Issue Date:	23/04/2007
Original Author:	Gabriele Mangini

Maintenance Contract & Support Scheme for SMT6136

SUNDANCE ITALIA SRL

Corso XXV Aprile 55/3, 16040 S. Salvatore di Cogorno (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	23/04/2007	GM

Table of Contents

- 1 Maintenance Contract & Support Scheme 4**
 - 1.1 Custom 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	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.

Sundance Italia Srl
Maintenance Contract &
Support Scheme for SMT6136

Form : QCF51
Date : 6 July 2006

2 Contacts

For any enquiry please contact:

SUNDANCE ITALIA SRL

Corso XXV Aprile 55/3, 16040 S. Salvatore di Cogorno (GE), Italy

Tel: +39 0185 385193

Fax: +39 0185 385370

Contact Persons:

Gabriele Mangini (Gabriele.M@sundance.com)

Dr. Fabio Ancona (Fabio.A@sundance.com)