

Sundance Italia Srl
Maintenance Contract &
Support Scheme for SMT6035

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Maintenance Contract & Support Scheme for SMT6035

SUNDANCE ITALIA SRL

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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

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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>
<i>Support time</i>	3 hours	10 hours	10 hours
<i>Duration</i>	1 month	6 months	6 months
<i>Software updates</i>	No	Yes, 1 year of free software updates ¹ from the date of purchase	No
<i>Response time</i>	~ 2 working days	~ 1 working day	~ 1 working day
<i>Support medium</i>	Forum, emails, MSN Messenger, Skype	Forum, emails, MSN Messenger, Skype	Forum, emails, MSN Messenger, Skype
<i>Number of users</i>	Unlimited	Unlimited	Unlimited
<i>Fee</i>	FREE	€ 1100	€ 2000
<i>Extra hours</i>	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 Updates on request are subject to the **Development Support** conditions.

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2 Contacts

For any enquiry please contact:

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