

Sundance Italia Srl
**Maintenance Contract &
Support Scheme**

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Maintenance Contract & Support Scheme

SUNDANCE ITALIA SRL

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Revision History

Issue	Changes Made	Date	Initials
1.0	First revision	24/04/2007	GM
1.1	Minor fixes	20/07/2007	GM
1.2	Updated office address	03/10/2007	GM
1.3	Updated Applicability	14/01/2009	GM
1.4	Updated Maintenance Conditions	21/07/2009	SB

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1 Maintenance Contract & Support Scheme

1.1 Applicability

The Support Scheme and Maintenance Contract described in this document apply only to the products listed below and are on a by-product base. This means that they will cover only those products actually purchased by the customer.

Supported products:

- ✓ SMT6040
- ✓ SMT6041

The services granted or offered are not cumulative between products. Each service will be administered separately for each purchased product. A separate contract is required for each purchased product.

1.2 Services

The support offered for each product – separately – 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
Fee	FREE	€ 1200	€ 2000
Extra hours	No	No	€ 150 per extra hour

1.3 Ordering and extra-licenses

Users who purchase SMT6040/SMT6041 at full price also enter the relevant Maintenance Contract, so they are guaranteed one year of free software updates from the date of purchase as highlighted in the table above.

When purchased as part or add-on of a Special University Offer, the SMT6040 comes with a Basic Support contract. In this case, software updates and further technical support can be obtained by activating a Maintenance Contract.

The SMT6040 license can be used on one PC only. Extra licenses can be purchased at a price of EUR 750 each.

¹ From date of purchase of the relative software package.

² From date of purchase of the Maintenance Contract.

³ From date of purchase of the Additional Support.

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

1.4 Custom Support

Custom support and development are evaluated case by case.

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

2 Contacts

For any enquiry please contact:

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