



Remote Technical Support Service (phone and email)

Description

Remote Technical Support Services entitle the client to unlimited technical phone and email support incidents per year. An "Incident" is a situation that requires the client to contact Aperto® for assistance. Calls relating to the same problem situation are counted as a single Incident. Calls resulting from Aperto product failing to meet published specifications will not be counted as an incident. The service is provided for single site installations, multi-sites in the same country or over several country boundaries.

Authorized callers of the client are entitled to technical phone and email support for an unlimited number of incidents. Technical telephone support will include assistance in the use of supported equipment and software. Such assistance may include configuration, identification of equipment /software problems and work-arounds when possible. Assistance may also include logging into the client's systems via remote access for diagnosis of problems. Aperto will provide quality technical support in accordance with generally recognized business practices and standards.

Service Responsibility at Service Start Date

- Provide the client with a contract number, which must be used when calling Aperto for technical support.
- Provide the client with a welcome package, including instructions on how to contact Aperto for technical support.

Service Responsibility During the Service Period

- Respond to client requests for technical telephone support within four hours of the initial contact.
- Aperto client support services will issue and record incident tracking number(s) in order to provide status, information and resolution.

Obligation of Clients

- Unless instructed otherwise by Aperto, complete a "Client Information Document " for each site location, which requires service. Notify Aperto when contact information has changed.
- When technical phone support is required, notify Aperto per the instructions provided in the Aperto welcome package.

Limitations

- Telephone support excludes program coding, system design, applications development, project management, facilities management, and support for incompatible products or third-party products. No software updates, on-site assistance or hardware replacement is provided.
- Telephone support does not include step-by-step installation instructions.