



## **FacetWin and FacetTerm Technical Support Options**

### **Warranty**

FacetWin and FacetTerm licenses include a 30-day warranty for new customers with free technical support and free software upgrades during the warranty period. A new warranty is not included with add-on user count licenses for existing customers whose original warranty has expired. Customers not under warranty or support may purchase version upgrades at the then published upgrade price. This price is normally 2 to 3 times the annual support cost.

### **Annual Support**

FacetWin, FacetWin DT and FacetTerm customers have the option of purchasing annual support for their FacetCorp products. FacetWin and FacetTerm customers should contact their software supplier or FacetCorp for annual support pricing information. FacetWin and FacetTerm customers under support are provided:

- Email Technical Support – Email inquiries to [support@facetcorp.com](mailto:support@facetcorp.com) are entered into the FacetCorp ticket tracking system. The email inquiry is reviewed and handled by one of FacetCorp's trained support technicians. After hours email requests will be processed the next business day.
- Telephone Technical Support – Toll-free (from North America) telephone support from a trained support technician is available during normal business hours (see below). Telephone requests left after hours on voice mail will be processed the next business day.
- Free Product Version Upgrades – Product updates and upgrades are made available for download to customers under support at no additional charge.
- FacetCorp support hours are 8:30 am to 5:30 pm U.S. central time zone, excluding major U.S. holidays.

FacetWin and FacetTerm warranty and support cover the FacetWin and FacetTerm software products and excludes issues relating to the customer's other software applications, networking, hardware environment, Internet service, etc.

### **Time and Expense Support**

Technical support is available via telephone and email for FacetWin and FacetTerm to customers not under annual support. Time and expense service requires a credit card (or other payment) on file and is billed as follows:

- \$150 per hour billable in 15 minute increments.
- \$100 minimum charge regardless of time required.
- Charges are per incident.
- Travel and other non-labor expenses billable at FacetCorp's cost.