

Customer Support Service Description

Aumtech product delivery and support have earned a reputation for quality and responsiveness. Our products have an outstanding track record for production service including ease of installation, development integration, ongoing maintenance, and an ability to run smoothly on a range of hardware configurations.

Our Support team offers 7x24 365-day service management. Customers are assigned a primary Service Representative, who will take their calls and own the problem till it is resolved. The Support team provides Tier 1 and Tier 2 support, and will engage our Development Team for Tier 3 support, if required. Our software products can also be accessed, managed and tested remotely by the Support team. In many cases, we maintain a duplicate environment in our Labs for testing and replicating problems reported by customers, resulting in a quick resolution.

Aumtech's Standard Support & Maintenance include Basic Support Services, as described below. In addition, optionally, a customer can subscribe to Additional Services, which include Extended Services, On-Site Services and After Hour Services.

Basic Support Services

A Technical Support engineer will be assigned to the account, and will be a specialist in the respective application. He will escalate directly to the developers, if necessary.

A customer will receive the following service levels under the Basic Support Services:

- Bug Reporting and Reports
- Software Bug Fixes
- Software Upgrades for maintenance releases
- Full Access to Customer Extranet for documentation
- Telephone Support 9am-5pm EST, Monday-Friday (except Holidays)
- Optional after-hours Emergency / Service Affecting / Scheduled after-hours Support
- Electronic (24x7) Access

Additional Services

These services are available for eligible Software Products and System Components which are already under Aumtech's Basic Support Plan

Extended Services

These services extend Basic Services to 7x24x365.

On-Site Services

On-Site Services are available for the purpose of identification and resolution of problems for eligible Software Products. This is a billable services as specified in the support contract.

After Hours Services

After hours service on a "per incident" basis may be requested by the Customer, this is a billable services as specified in the support contract.

Support for Other Companies' Components

Aumtech Inc can provide support services for hardware systems and software that the Customer acquires from other parties. A quotation for this service can be supplied at the Customer's request.