

## Clearview Software support policy

January 2003

### **Basic Warranty Support Policy**

For consumer and business customers, Clearview Software offers free support within 90 days of purchase for select products and incident-based support thereafter. During the initial 90-day warranty support period, Clearview Software will provide:

- Electronic and phone support for host connectivity use of Clearview Software products
- Provision of release notes, bug fixes and point updates within major revisions.
- Issue identification of external application and network questions.
- Web knowledge base, e-mail notification and newsgroups are available to all Clearview Software customers without fee, as they are available.
- At its' sole discretion, Clearview Software will provide 1 Registration Code transfer per license.
- Clearview Software will provide incident based support at published billable rates. Please contact Clearview Software for our most current fee schedule.

### **Extended Warranty Support Policy**

For consumer and business customers, Clearview Software offers extended warranty support, for an annual fee, for selected products. Fee structure is available upon request. During the year of the Extended Warranty Support contract, and for each renewal, Clearview Software will provide:

- Electronic and phone support for host connectivity and host integration use of Clearview Software products
- Provision of release notes, bug fixes and point updates within major revisions.
- Licenses that are covered by Extended Warranty Support are upgradeable to major revisions, at 25% of published list prices.
- Issue identification and advisory support of external application and network questions.
- Web knowledge base, e-mail notification and newsgroups are available to all Clearview Software customers without fee, as they are available.
- At its' sole discretion, Clearview Software will provide 1 Registration Code transfer per seat of license. This transfer is to accommodate upgrades to workstation hardware, not to enable additional seats of product.
- Clearview Software will provide on site, incident based support at published billable rates. Please contact Clearview Software for our most current fee schedule.

#### Notes:

Clearview Software has an established license agreement, and the detailed extent of product warranty is covered in that document. This document provides an overview of Clearview Software's support policy for Clearview Software's set of software products. This document does not supercede any contracts or maintenance agreements reached between the customer and Clearview Software. Third party products that Clearview Software may sell are subject the basic warranty policies of those third party software providers.

