

# **Trivantis Corporation**

## **Lectora® Annual Technical Support Agreement**

This Annual Support (Agreement) between Trivantis and the User shall be effective beginning on the date of purchase and shall extend for a period of one calendar year. This Agreement entitles the User to software service pack updates and technical support services as defined by the terms of this Agreement.

### **Terms**

Purchase of the Support Package entitles the User to the following: Free download of Service Packs which contain fixes for the Product purchased, phone support and standard email technical support. The User can call 513-852-6700 for phone support or send an email to [support@trivantis.com](mailto:support@trivantis.com).

**Phone Support:** Trivantis offers phone support to all Preferred Support License holders. Calls received between normal business hours (8:30 am to 8:00 pm ET) shall be answered in the order the call is received. Calls received after 8:00 pm ET shall be answered on the next business in the order the call is received.

**Email Support** Email support is available during standard office hours (8:30 am to 8:00 pm ET) Monday through Friday, excluding holidays. All emails received during these hours shall be answered no later than one (1) business day of receipt. Emails received after 8:00 pm ET shall be answered no later than the second business day, excluding holidays.

This Agreement extends only to platforms and operating environments certified for use with the licensed Product. Trivantis is not responsible for integration or configuration with third-party software, hardware, or operating environments. The Agreement provides assurance to the User that the licensed software operates in conformity with terms set forth in the Software License Agreement. Material breaches in the Software License Agreement shall nullify this Agreement.

### **User Responsibilities**

The Agreement extends only to licensed software purchased. Support requests are made to Trivantis via phone or e-mail. For email or phone support, the User shall provide the serial number, version of the software being used and a detailed description of the problem. Version information and serial number may be found by going to “help” and selecting “About Lectora”. The information needed is in the lower left corner of the box displayed.

### **Licensors Responsibilities**

Trivantis support technicians will aid in the resolution of support requests in a timely and professional manner. All service pack updates, including program fixes and related documentation will be made available to the User via the Trivantis website.

### **Pricing**

Purchase price for an annual support agreement is based on the Trivantis Rate Card pricing. This agreement is effective for one calendar year from the date of purchase. If you have not purchased an Annual Support Agreement, please contact your sales representative prior to contacting the support technicians.