



General Technical Support Program Terms and Guidelines

The SYSCOM General Technical Support Services Program provides customers with the opportunity to request technical expertise needed by the customer. This will help to identify and resolve hardware/software problems, answer questions, or provide advice on work efforts within the client organizations.

The following terms are the guidelines for the technical support services provided by SYSCOM, Inc. Any additional terms or modifications to the terms and general guidelines listed below must be agreed upon by the client and SYSCOM and will be incorporated into the individual technical support services agreement.

1. Normal Business hours: Monday through Friday, 8 am – 5 pm EST (Holidays excluded)
8 am – 5 pm PST for West Coast Customers (Holidays excluded)
2. Call back procedures: Customers will be contacted within 2 hours from initial call (30 minutes if severity level 1 is identified during normal business hours). If severity level 1 is identified outside normal business hours, the 2 hour call back will remain in effect.
3. Off Hour Premiums: Should a customer request support outside of normal business hours, a premium rate will be negotiated. Support provided outside of normal business hours must be scheduled in advance and agreed upon by SYSCOM.
4. Billing: All time and material hours will be invoiced each month with payment due within 30 days of receipt of the consulting invoice. Bills not paid within 30 days will be assessed a 1.5% interest rate per month on the amount outstanding.
5. On-site terms and conditions:
 - Normal and off-hour premiums apply.
 - SYSCOM will charge a minimum of 8 hours of support per on-site visit.
 - Travel and lodging accommodations are to be billed separate and as actual.
 - If more than 8 hours are worked in a given business day, SYSCOM will require lodging accommodations.
 - Scheduled dates for on-site support will be agreed upon by client and SYSCOM. SYSCOM will make every effort to have resources available for on-site requirements to meet client needs. Client will make every effort to provide SYSCOM lead-time to schedule on-site support requirements.
6. Exceptions: Problems that result from software defects found in SYSCOM software/products will be charged against the maintenance contract for that particular software/products, provided one is in place. The terms provided in that particular maintenance contract will then go into effect. All hours required resolving issues that are not related to a SYSCOM software defect will be charged to the general support contract and will follow the terms outlined above.
7. SYSCOM Service Offerings: SYSCOM service offerings built as a result of an individual client project have a standard warranty period built into the original client project. All problems related to the service offerings are covered under warranty. After expiration of the warranty period, a general technical support services agreement should be in place to provide appropriate technical expertise going forward.
8. SYSCOM Support Guidelines: The basic SYSCOM rules for support state that Licensed Products are covered by a limited warranty. The limited warranty covers defects related to functionality of the product. Any defect found in a product is not chargeable. Any support related to installation, configuration, problem solving, setting up your environment, questions about the product, questions about functionality or any reported problem who's root cause turns out not be a product defect are chargeable.