

## **Annual Support Contract**

Annual Support Contract offers one year of proactive Product Maintenance Updates to NuDesign standard products, when they become commercially available. The Product Maintenance Updates consist of software optimizations, enhancements and bug fixes.

The Product Maintenance Updates are available for download from our secure site at [www.NuDesignTeam.com](http://www.NuDesignTeam.com). NuDesign may advise the Licensee of new updates being available but it is the responsibility of the Licensee to periodically visit the secure site and verify revisions numbers of the latest product releases.

Included in the Annual Support Contract are up to 10 support incidents. These incidents can be used for clarifications on features, product usage, best practices, etc. NuDesign's objective is to make the Licensee become productive in the shortest possible time.

These 10 support incidents do not include any software design or consulting services specific to Licensee own application. The Extended Support Contracts, Development and Consulting Services designed to assist Licensee solve specific application questions are available upon request.

Communications can be any combination of Phone, Fax or E-Mail. Phone support is limited to 9:00 A.M. to 5:00 P.M. Eastern Standard Time.

Thank you for choosing NuDesign Team's products.