



## Post-sales support from Sawmill Analytics

**Introduction:** Post sales support is provided primarily for the resolution of technical problems or bugs in the product, and to provide some limited ad-hoc training for the purpose of product familiarisation or more effective use of the product by the customer. The amount of ad-hoc training included at each level is shown in the table below.

Percentages in the table are calculated against the current list price of the product and represent the annual charge, payable in advance.

Support level	Cost/ year	First year	Initial Response	Contact	Training Included/ Year	Definition
Standard	10%	included	1-4 days	by email	1 hour included	Included for the first 12 months providing email support and access to minor updates and minor releases. 1 hour of ad-hoc product training by email is included during the support year
Priority Support	18%	Optional Upgrade	4-12 business hours	by email and/or telephone	2 hours included	Priority Support (special email address). Optional Support Upgrade that Includes unlimited support by email and/or telephone and access to minor updates and minor releases. Also includes up to 2 hours ad-hoc product training by email or telephone during the support year. Update Protection for major releases is not included
Premium Care	25%	Optional Upgrade	4-12 business hours	by email and/or telephone	6 hours included	Expedited Priority Support (special email address and authorisation number). Optional Support Upgrade that includes expedited priority support, plus one update to the next major version. Update Protection to the very latest version requires continuous Premium Care for a minimum of 2 consecutive years.  <b>Customers with Premium Care will be entitled to one new log format plug-in free of charge</b>

### Notes:

- i) Problem resolution times are not forecast or guaranteed under any circumstances.
- ii) A workaround or code patch may be regarded by us as a permanent resolution to a reported bug.
- iii) Code level support is only available on supported versions (current version and the immediately preceding version)
- iv) We reserve the right to recommend an update to a later version if a fix is contained in the later version.
- v) All costs incurred in updating, for whatever reason, are the responsibility of the customer.
- vi) An acknowledged bug in the product is not an acceptable reason for a free update.
- vii) Unless stated to the contrary support hours are 0900-1730 UK time, business days only.
- viii) All support revenues received by us are fully earned at the commencement of the support period.
- ix) Standard Support during the first year is a free service from Sawmill Analytics.