



I N t i m e ® T e c h n i c a l S u p p o r t
P o l i c i e s a n d P r o c e d u r e s





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Introduction

Ours is truly a business whose future depends upon the satisfaction of our customers. We understand that our products often run in mission critical applications where reliability and predictability is paramount. For that reason, our goal is to insure that you have the utmost confidence that our product(s) meets your current and on-going needs. It is, therefore, our sincere mission to provide you with the best and most efficient support service possible.

This document outlines the policies and scope of the technical support for TenAsys INtime products with the goal clarifying procedures and getting you up and running as fast as possible. Please feel free to contact us if you have any questions at:

By e-mail at: sales@tenasys.com

By phone at:

Int'l: +1 (503) 748-4720

US: (877) 277-9189

Between the hours of 8:00 to 17:00 hrs
Pacific Standard Time (GMT +7).



Policies and Scope of Support

Scope of Technical Support

TenAsys Technical Support offers advice, information, and troubleshooting assistance on issues arising from the direct use of INtime®. We work closely with users to determine the root cause of issues and provide recommendations for resolving them.

Support is limited to the current and previous major code release of the TenAsys products. Suggested fix may require user to upgrade to latest code revision. Information about current supported versions of products is posted at www.tenasys.com.

TenAsys technical support will endeavor to provide a resolution to a software issue or a temporary work around as possible and appropriate

Support Features

The product you have just purchased or renewed the annual support for includes the following support:

- Up to two named support contacts to receive technical support;
- All updates and software releases, including:
 - Bug fix releases;
 - Major releases with new features¹.
- Access to a team of experienced engineers;
- Access to our online resources;
- Submit support requests for 12 months.

SDKs and the USB Key

All development products, INtime Software Development Kits (SDKs), are supplied with an USB key. A USB key is required for the SDK to run. When support eligibility runs out the USB key and the SDK can still be used. However, users will have restricted access to technical support, and will not have access to any updates and/or new revisions of the product and development tools.

¹Does not include new derivative products, with different ordering nomenclature.

User support eligibility may be verified with a request to produce the USB key# that the SDK and the associated annual support is linked to.

Customer Obligations

In order for TenAsys to resolve a software issue, the customer must provide TenAsys personnel with enough information regarding the issue in order to allow Technical Support to replicate the incident at TenAsys's site. For some products, the customer may be required to provide TenAsys with a demonstration to illustrate the reported behavior.

Nature of Problem and "Fix" Policy

If you believe you have found an issue within a TenAsys product, TenAsys will investigate the issue and then determine which of the following categories it best fits under:

TenAsys Software Issue:

The functionality is not working as expected due to an issue within a TenAsys Software product. TenAsys must be able to reproduce the Issue with the latest version of the product. Once an Issue has been verified, it is submitted to our Engineering team.

Third-Party Technology Issue or Limitation:

The functionality is not working as expected due to an Issue or limitation within a third-party technology. In this case, contact the third-party technology vendor for additional assistance.

Working as Designed:

The functionality is working as expected. However, a product limitation prevents the desired behavior or you need additional customization to achieve the desired functionality. In this case, the engineer can submit a feature request to our engineering team or you can contact TenAsys sales (sales@tenasys.com) to see if such a feature might or could be added.

TenAsys will not assume responsibility and control of projects nor does TenAsys assume liability for TenAsys altering these projects directly.

In the course of supporting our customers, our engineers may determine that the software issue



is not within the scope of technical support. In this event, TenAsys Technical Support will hand this over to sales which will attempt to provide an alternate resource such as Consulting Services to allow you to pursue the issue for an additional fee.



Administration

Designated Contact Person

The designated contact person is the key contact point for TenAsys to communicate all administrative issues, including:

- New product availability;
- Annual support pricing information;
- Appointment and approval of Registered Users and Support Contact Persons;
- Invoicing & payment;
- Support renewal.

It is **important** that you keep us informed when there is any change to insure that we can maintain appropriate communication channels.

Registered Users

Registered Users (development engineers) are given access to the on-line technical information including updates, new releases, and technical bulletins. There is no limit to the number of Registered Users.

(See Getting Started Section on how to add Registered Users.)

Support Contact Persons

Support Contact Persons are the primary channel through whom all support issues are fielded. A maximum of two (2) Support Contact Persons need to be identified among the list of registered users by the Designated Contact Person.

(See Getting Started Section on how to appoint Support Contact Persons.)

Initial Product Support Duration

TenAsys technical support is included in the purchase of INtime products for a period of 12 months from the date of purchase, recorded on the date of product shipment.

Annual Support renewal

Product support is renewable annually. The customer is responsible for renewal. TenAsys will endeavor to notify the designated contact person prior to expiry of the product's annual support period. Designated Contact Person should acknowledge interest in renewing the annual support via e-mail to sales@tenasys.com after which he will be sent a quote from which the he can generate a purchase order. Annual support will be renewed upon receipt of a valid purchase order starting from the date of previous annual support's expiration.

Renewing support that has lapsed

A Support Plan that has lapsed may be re-activated by purchasing the lapsed year's support.

For example: If your support expired two and one half years ago, three years of support is needed to bring your support to date. This will give you access to all the latest updates and code revisions and provide you with six (6) months support to put you in line with the annual support schedule you would have been on had you continued to purchase the support annually.

Adding SDK's

Technical Support is included with the purchase of INtime SDKs for a period of one (1) year. When you add an additional INtime SDK to your development resources, you will incur an annual support fee for the additional support fee after the first year. Support of the additional SDK will be included in TenAsys records.

Additional Registered Users can be added by request from the designated contact person. Unless otherwise agreed to, the number of Support Contact Persons is still limited to two (2) registered users.

Annual Support Fee Alignment

The annual support expiration date is the date on which the first SDK is purchased. To facilitate account management, we align the annual support fees of additional SDKs.

For example, when you purchase a second SDK three (3) months after the purchase of the first SDK, the second SDK will still have 3 months of support at the annual support expiration date. At that point, you will be quoted 1 9/12th the annual support fee to cover a full year of support on the first SDK and 9 months for the second SDK.

Thereafter, the annual support fee for both SDKs will be aligned and you will be invoiced once a year for the full annual support fee of both SDKs simultaneously. Alignment will be conducted at the end of each year where a new SDK has been added.

Other Services

Request for services outside the scope of this document needs to be discussed with TenAsys sales.



Getting Started

How Does My Support Start?

New User(s)

Step 1:

Appoint a Designated Contact Person that is going to be responsible to administer account issues described in administrative section.

Step 2

The Designated Contact Person must send TenAsys an e-mail to support@tenasys.com with a list of desired Registered Users, names and e-mail addresses and identify two (2) Support Contact Persons from that list. TenAsys may ask for the SDK's USB key serial number at that time to validate request.

Step 3

Desired Registered Users must go on-line at www.tenasys.com/support, register and then send an e-mail support@tenasys.com with a request for the registered username to be linked to your company (the company that purchased the product). TenAsys will verify the validity of the request, by asking the designated contact person the serial# of the USB key of the specific SDK that the users are to be linked to and will link the username to the company. At that point, all support service requests will be made available to the registered users for as long as the annual support is active.

On-Going Support Management

Existing Users.

Existing Registered Users' support eligibility is automatically renewed upon the renewal of the support agreement.

Additional Users

Additional Registered Users can add the same way as new users are added. Designated Contact Person does have to validate additional users.

Note: TenAsys does not do on-going checks on the eligibility of existing Registered Users. Hence, for your security, we recommend that you notify us when people leave your company so that we may remove them from the approved list.

If you have any difficulty registering, please contact TenAsys Sales, toll free, at (877) 277-9189 or +1 (503) 748-4720 or at sales@tenasys.com prior to contacting technical support.

How Do I Get Support?

All support requests/questions are fielded through the website, by e-mail, and phone.

Website:

Enter your support request/question(s) at <http://www.tenasys.com/support>. Follow the instructions.

E-mail:

Please send your requests/questions to support@tenasys.com.

Phone:

Phone (877) 277-9189 or +1 (503) 748-4720 on workdays, Monday to Friday 8:00 to 17:00 Pacific Standard time (GMT + 7:00)

Support Response Time

TenAsys will provide a response to Customer's request for support services (the "Initial Response") as follows:

North America:

An Initial Response to a submitted problem report will be made by the end of the working day following receipt of the submission.

Outside North America:

An initial Response to a submitted problem report will be made by the end of the second working day following receipt of the submission.

Response times may be longer due to Holidays or unforeseen emergency closures.

As used herein, Initial Response means that TenAsys confirms receipt of an incident from user verifying the details of such incident, and delivering to user, if applicable, (a) a list of additional information reasonably required by TenAsys (see Incident Support Information below), and (b) a description of the assistance reasonably required by TenAsys from user to assist in the evaluation of the report and diagnose the error or symptoms.

Incident Support information

When entering your support request/questions through the web, you will be asked to provide the following information:



1. Revision of all the TenAsys, Windows and Visual Studio software;
2. Platform that the software is being run on, including:
 - a. Manufacturer name;
 - b. HW revision;
 - c. Firmware Revision;
3. Portion of the code that is exhibiting the problem. If this is not possible, a description of the code with a list of the libraries that are being called.(see Obligations).

Users entering their support requests/questions by e-mail are urged to provide the above information up front to expedite the analysis of the support requests/questions.

Users phoning in their support request/questions are urged to have the above information ready for the support person.

Obligation

In order for TenAsys to resolve a software issue, the user must provide TenAsys Technical Support with enough information regarding the issue in order to allow them to replicate the

incident at a TenAsys Software site. In the event that a software issue cannot be replicated at a TenAsys Software site, the customer must provide TenAsys technical personnel with a virtual image of their machine and hardware (if necessary) to allow replication. For some products, customer may be required to provide TenAsys with sample code that demonstrates the reported behavior.

Incident Number

Users will be provided an incident number with which the response of the support request/question can be monitored and/or referred to.

In cases where the support request/question leads to multiple responses, users may be provided with multiple incident numbers.

The status of incidents will be posted on the website. Access will be provided by login in at www.tenasys.com/support/

Any communication with the support group should refer to the incident number to facilitate the support group's access to the case.