

## MAINTENANCE SERVICE

*Last Revision Date: August 21, 2020*

All our licenses are sold on a permanent basis. The Standard Support Service for the first year after the purchase is included with the license price.

After the first year, the Maintenance Service renewal will become optional and customers can choose whether they want to renew this Service or not. Please note that any License without an up-to-date Maintenance will not be eligible for the Standard Support Maintenance Services.

### Standard Support Services

Software Maintenance shall include:

- i. Any and all New Releases, Updates or Versions and the corresponding related Documentation, such as guides, listings, specifications and other materials to use in conjunction with the Software as generally furnished by Cybele Software to its licensees of the Software.
- ii. Telephone, chat and email support with qualified knowledgeable personnel during our business hours, in the form of advice and counsel on the use and Maintenance of the Software. There shall not be any limit on the number of designated Cybele Software Maintenance contacts.
- iii. Support for the two releases prior to the most recent [New Release](#) of the Software.

### Quality Warranty

- i. Cybele Software represents and warrants that all New Releases, Updates or Versions delivered to the customer shall perform at least according to the same quality standards that are contained in the Software at the time initially licensed by the customer and that such New Releases, Updates or Versions shall not decrease in functionality or adversely affect the performance of the Software.
- ii. Cybele Software also represents and warrants that the Software will perform in accordance with the Documentation during the Maintenance Service term.

## Termination

- i. Cybele Software might (not being obligated to) remind the customer about the expiration of the Maintenance Service, in order to offer a renewal for a new annual period.
- ii. If the customer does not notify Cybele Software in writing about the renewing intention two (2) months previous to the expiration date, the Maintenance Service will be considered as Terminated one year and one day after the purchase or the last renewal.

## Tailored Services

- i. If the customer requests further assistance beyond the Standard Service Maintenance, it will be at an extra charge. Cybele Software will first evaluate the scope and details of the required service level and might submit the corresponding proposal, along with an action plan, to the customer's approval.

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