

# Named Software Support - Level I

## Overview

This service provides technical support for software programs such as Microsoft Office, Lotus Smart Suite, WordPerfect (Perfect Office) and network operating systems such as Unix, NetWare and Windows NT. You'll have access to our technical support staff - to maintain existing software use and assist in the transition to higher revisions. Service is provided via telephone or modem. On-site service is optional.

## Features and Benefits

- Problems at the systems administrator or user assistance level are covered, including general operation, printing, terminal configuration, and interpreting error messages.
- Our technical support staff will normally call back within 1<sup>1/2</sup> hours.
- Reasonable efforts will be made to close all incidents within eight business hours.
- This service may include remote modem problem diagnosis.

## **EMF Inc.**

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An Affiliate of **ISSI**

- A flat fee covers a specific number of service incidents per year.
- Additional incidents can be paid for at a reduced rate as needed.
- Service orders can be placed by calling our Response Center toll-free.

## Limitations

- Named Software Support - Level I is not a substitute for Telephone Technical Support (which offers broader, less in-depth hardware and software support), Disaster Recovery, Systems Analysis, Design, Consulting, Training or System Administration.
- Does not cover applications modified at the code level.
- Service is available when requested by your primary contact (and up to three additional contacts).
- Service is provided on a "best efforts" basis; it is not *guaranteed* to resolve problems.
- The software to be covered, including the revision level, must be specified in the contract.
- More than one software product can be covered under a single agreement, but operating systems and applications are covered separately.
- Versions of software which are no longer supported by the publisher are ineligible.

## Options

- The applications and operating systems currently

covered include NetWare, Unix, NT Server, Windows 3.11, Windows 95, Windows NT, MS-DOS, OS/2, WordPerfect (Perfect Office products), Lotus Smart Suite, Microsoft Office, Real World, & more. Contact us for a current list.

- We will make on site visits when requested.
- Training or in-depth consultation is available. Contact our sales representative.

## Eligibility

You must:

- notify us of any changes to the equipment, system, or operating system.
- have an industry standard modem and approved communications software to use the modem feature of this service.
- have a valid license to use the software on the system being supported.
- provide us with full documentation or subsequent licenses.

## Pricing

Pricing depends on the number of incidents per year that you wish to pay for. When part of a hardware maintenance agreement, NSS Level I can be billed annually, quarterly or monthly. Stand-alone NSS Level I must be prepaid annually ♦