

·> **Free Support**

Priority Support (see definition below) will be provided at no charge during the Startup Period, defined as the pre-purchase evaluation and first 60 days beginning on the date of purchase of a product license.

After the Startup Period, free support will be limited to:

- 1 Self-service using resources provided on the product website.
- 2 License activation reset for the purpose of re-imaging the disk on which PDF-eXPLODE was installed or moving the license to a different PC.
- 3 Providing a download link for the current or previously purchased versions of the PDF-eXPLODE setup program.
- 4 Customer database lookup/update of contact information, license ID and password or invoice.
- 5 A response within 7 business days from initial contact.

·> **Priority Support**

Priority Support is provided at no charge during the Startup Period and is available for purchase for a 12-month period provided that it has been purchased for all current licenses. Priority Support includes:

- 1 Help installing, configuring and validating proper operation of PDF-eXPLODE software.
- 2 Help diagnosing and solving problems with PDF-eXPLODE software if it does not perform as advertised or documented.
- 3 Product updates (e.g., Version 4.0 -> Version 4.1) and temporary fixes but not major upgrades (e.g. Version 4 -> Version 5).
- 4 A response by e-mail, phone or Skype at the support provider's discretion, which may require use of a remote connection to the customer's PC.
- 5 A response within 24 hours from the time of initial contact, excluding weekends and holidays.

·> **Per-Incident Support**

Priority Support will be provided on a per-incident basis for \$75 in the event the Startup Period has passed and Priority Support has not been purchased.

·> **Priority Support Pricing**

	Single-user license	2 Single-user licenses (total)	3 Single-user licenses (total)	3-user license	5-user license	10-user license
DESKTOP	\$95	\$165	\$225			
TERMINAL/ CITRIX SERVER	\$135	—	—	\$235	\$345	\$545
PRINTER SERVER	—	—	—	\$235	\$345	\$545
REPORT SERVER	\$345	—	—	—	—	—

All prices are in US dollars and are subject to change.



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