



## STANDARD MAINTENANCE & SUPPORT

Standard Maintenance & Support provides customers facilities for obtaining answers to questions, solving problems, reporting bugs, and obtaining updates and upgrades to the GemStone software and documentation. The support organization is staffed with highly qualified Technical Support Engineers capable of assisting you with the installation and use of the GemStone products.

GemStone's Standard Maintenance & Support is complimented by GemStone's Consulting and Training services. This suite of services offers a full view of GemStone's features and capabilities. Using them in parallel allows you to learn from the GemStone experts and quickly build up your own GemStone knowledge and success.

### Features:

- ❖ **2 designated customer contacts** - One primary and one secondary. Additional contacts may be added at an additional cost
- ❖ **Updates** - Software bug fixes, patches, and enhancements
- ❖ **Upgrades** - Major releases which provide new or improved functionality and performance
- ❖ **Technical Support Web Site** - Secure 24 hour access to the GemStone knowledge base:
  - Bug notes
  - Help request forms
  - On-line documentation
  - Tech tips
- ❖ **Phone Support**
  - During normal business hours (8:00 a.m. - 5:00 p.m. PST excluding weekends and GemStone USA recognized holidays)

### Additional Information:

- ❖ Support provided for the current software version and one version back
- ❖ Level of support shall not exceed a commercially reasonable amount
- ❖ Additional services available at GemStone's standard time and material rates:
  - Complete installation
  - On-site consulting and training
  - Support outside of normal business hours
- ❖ Discontinued maintenance and support services are subject to a reinstatement fee of 1.5 times the lapsed fee amount in addition to the standard rates
- ❖ Consulting toolkits are not covered by Standard Maintenance & Support
- ❖ International customers may receive support from an appointed GemStone distributor
- ❖ These services replace any existing GemStone maintenance and support contract
- ❖ Customers will be notified of changes to this program

### TO REACH TECHNICAL SUPPORT:

#### E-mail:

Worldwide: [support@gemstone.com](mailto:support@gemstone.com)

**Phone:** (800) 243-4772

**Fax:** (503) 629-8556

**Web:** <http://www.gemstone.com>

*We request that customers provide their name and GemStone license number with any service request.*