

40 Mall Rd. Burlington, MA 01803, USA
617-449-7717 Main
617-505-5845 Fax
sales@starwindsoftware.com
<http://www.starwindsoftware.com>



StarWind Software Inc.
Customer Service.

Annual Software Maintenance (ASM).

Annual Software Maintenance (ASM) for StarWind products provide major and minor product version releases/updates and priority technical support.

Major version releases are indicated by an increase in the first digit in the version number, i.e. 3.1 to 4.0. At the same time the name of the product remains the same.

Annual Maintenance and Support is available on a per-year basis. The subscription can be purchased in 1, 2, or 3 year periods. Maintenance is required for all perpetual license purchases.

Customer service and technical support.

All StarWind customers that purchase Maintenance are entitled to our technical Support. Support can be reached via Email, Web Forums, and Phone.

Customers downloading our evaluation and/or free software are provided with 15 days of free Technical Support, as well as the following online resources:

- Frequently Asked Questions (FAQ)
- "How To" Articles
- Web Forum

How to reach Support:

Phone: Phone number is provided after the purchase of the product and Annual Software Maintenance subscription.

Email: A *web form* needs to be completed on our website: <http://www.starwindsoftware.com/support>. The *direct email* address is available for product owners and ASM owners.

Forums: All forums can be accessed via our website: <http://www.starwindsoftware.com/forums/>

Support policy.

Hours of operations	6AM – 6PM Monday - Friday
Media type available	E-mail/Phone
Service level (guaranteed response time)	4 hours
Access to online KB and forum	Included
Free upgrades to next releases	Included
Toll free phone	Included

High Severity issues are defined as any issue caused by StarWind Software that is preventing a production system from functioning.

Medium Severity issues are defined as any issue caused by StarWind Software that is preventing a production system from functioning and a workaround exists.

Low Severity issues are defined as any issue caused by StarWind Software where a production system is still able to function. Any other issues are classified as Severity 3.