

Support Terms

Phone Support: 8am to 5pm EST (Monday – Friday) (excluding company holidays)

Support Phone: + 1(877) 275-5232 US/Canada Toll Free
+ 1 561-898-1100 Ext. 3

Support Email: support@5nine.com

Case Logging

- Telephone Support
- Email Support

Software maintenance, which includes maintenance releases, enhancements, new versions, additions and modifications to the Software, that it provides to all other customers under support for no additional fee.

Bug fixes to bring the Software into substantial conformance with its then current user guide.

Response time in accordance with the table below

Resolution Process for issues of severity levels 1 and 2

1. Trouble Ticket opened
2. Assign engineer to determine and correct the error
3. Periodic reports on the status of the correction
4. Initiate work to correct the error

| SEVERITY | DEFINITION | RESPONSE GOAL | DETAILS |
|------------|---|-----------------|---|
| Severity 1 | Software substantially fails to perform | 4 hours | <ul style="list-style-type: none"> • Trouble Ticket opened • Assign engineer to determine and correct the error • Periodic reports on the status of the correction • Initiate work to correct the error |
| Severity 2 | Substantial degradation in performance of the Software | 1 business day | <ul style="list-style-type: none"> • Trouble Ticket opened • Assign engineer to determine and correct the error • Periodic reports on the status of the correction • Initiate work to correct the error |
| Severity 3 | Minimal to no impact on the availability or performance of the Software | 5 business days | <ul style="list-style-type: none"> • Commercially reasonable efforts to include in next major release |

LEARN MORE

Website
<http://www.5nine.com>



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CONTACT US

Sales:
Phone US: + 1 561-898-1100
Phone EU: + 44 (20) 7048-2021
Email: sales@5nine.com
Fax: + 1 732 203 1665

Technical Support:
Phone US/Canada Toll Free: + 1 877 275 5232
Phone US: +1 561-898-1100 Ext. 3
Email: techsupport@5nine.com