

Emprise JavaScript Charts Support and Upgrade Policy

Our Professional, Developer, and Enterprise editions include upgrade rights to all maintenance and minor release upgrades for the purchased version. They also include a single major version upgrade if released within 3 months from date of purchase.

Release Types are defined as follows:

Major Release	<ul style="list-style-type: none">• Major new features, architecture changes, product components• Full, standalone product build• Naming convention: X.0 (may also have marketing name that uses the year or some other convention)
Minor Release	<ul style="list-style-type: none">• May include significant new features beyond previous minor/major version• Full, standalone product build• Naming convention: X.Y (may also have marketing name that uses the year or some other convention)
Maintenance Release	<ul style="list-style-type: none">• May include previously released Service Packs and other fixes• Full, standalone product build• Naming convention: X.Y.Z

Software assurance which includes an additional 12 months (for a total of 15 months) of major version upgrades is available for our Developer and Enterprise editions and can be purchased at the time of purchase for an additional 30% of license costs. Software assurance may be renewed annually at 30% of the then current license costs but must be contiguous from the date of purchase.

General Major Release software upgrades when available will be priced at 70% of the then current license price.

Priority email support is included with our Developer and Enterprise editions and includes a customer-specific email address which may be used for requesting support. Support requests are given priority over other normal requests and response time is normally within 2 business days. The valid period for priority email support for the Enterprise edition is six months from date of purchase or six support cases, whichever occurs first. The valid period for priority email support for the Developer edition is two months from date of purchase or two support cases, whichever occurs first.

Extended priority email support which includes an additional 12 months or 12 incidents is available for our Developer and Enterprise editions and can be purchased at the time of purchase or anytime after for an additional \$300.00. Additional or one time priority email incidents can be purchased at \$50.00 per incident.

General email support is included with all editions and includes a general email address which may be used for requesting support. Support requests are not given priority and response time is

Emprise JavaScript Charts Support and Upgrade Policy

normally within 5 business days. If the nature of the general email support request is too detailed as determined by us you may be requested to open a case by telephone or purchasing a onetime priority email support incident. General email support is available for the entire Active Support period.

Telephone support is available at \$150.00 per incident, for up to one hour and 100.00 for each additional hour.

All technical support is provided by one of our software developers. Any case which is determined by us to be a fault of Emprise Corporation will not be charged or counted towards the number of incidents.

Lifecycle Periods are defined as follows:

Active Support	<ul style="list-style-type: none">• Technical Support will open cases and assist customers with issues.• Version is eligible for maintenance releases.• Active Support will generally be provided for a Major Release Family for at least 24 months after the initial Major Release.
Passive Support	<ul style="list-style-type: none">• Technical Support will open cases and assist customers with issues.• Version is NOT eligible for maintenance releases.• To receive corrections to Software Failures, customers must upgrade to the same Major Release Family, which is under Active Support.
De-supported	<ul style="list-style-type: none">• Technical Support will open cases, but may not be able to assist customers with issues that are specific to the de-supported version.

Release Milestones are defined as follows:

General Availability	<ul style="list-style-type: none">• First date on which Technical Support will be made available to customers• Term applies to a Major, Minor, or Maintenance Release• At GA, the Version will generally enter the <i>Active Support</i> phase
Passive Support Date	<ul style="list-style-type: none">• Date when a Version moves from Active Support to Passive Support• Generally announced approximately 6 months in advance.• First date on which Version is no longer eligible for sale.• Not all Versions will pass through this phase, some will move directly to a De-support Date
De-support Date	<ul style="list-style-type: none">• First date on which all Versions within a Major Release Family are no longer eligible for Technical Support.• Generally announced approximately 12 months in advance.