

Tech-X Corporation

Maintenance and Support Policies

OOPIC Pro

OVERVIEW

These *Maintenance and Support Policies* apply to OOPIC Pro. Support is available to current license holders of OOPIC Pro for demonstrable problems with installing or running current versions of the OOPIC Pro software on appropriate hardware and operating system, as specified in the *OOPIC Pro Compatibility Matrix*, and with a valid model input file.

Information about the product and its use, including the OOPIC Pro User's Guide and FAQs are available from the Tech-X Corporation website.

To initiate direct email or phone contact with support personnel, you must submit a support incident by contacting Tech-X Corporation with a description of the problem or request and pay appropriate per-incident fees as defined below.

If you are having problems with an older version of OOPIC Pro, please upgrade before initiating a support incident. For information on obtaining the current version for OOPIC Pro, see the section *Product Updates and Upgrades* below for more information.

Assistance with technical issues involving products beyond the scope of the support services outlined in this document may be obtained through Tech-X Corporation Technical Services under a separate custom support contract.

These *Maintenance and Support Policies* are subject to change at Tech-X Corporation's discretion.

OOPIC Pro COMPATIBILITY MATRIX

Microsoft Windows	Linux	Apple Mac
2000 XP	Mandrake 10 RedHat 9 Fedora Core 2	OS X 10.3.x (Panther)

SUPPORT SERVICES

Support services are limited to current OOPIC Pro license holders and for the original software and documentation provided with the product purchase. Any modifications or extensions of the original software become the responsibility of the user. Support is also limited to products installed and used with the explicitly supported hardware, operating systems as defined in the *OOPIC Pro Compatibility Matrix*.

Support Services consist of one or more of the following:

- Assistance with product installation
- Help with product issues involving general usage, operation, and functionality
- Problem isolation and identification
- Error message analysis and resolution
- Bug reporting and problem isolation
- Up-to-date information on current releases, product compatibility, restrictions, enhancements, workarounds and fixes
- Unlimited access to our Frequently Asked Questions (FAQs), usage tips, and useful product information found at the Tech-X Corporation website

MAINTENANCE AND SUPPORT TERMS AND DEFINITIONS

These policies are limited to current *Major* (see below) release versions of the OOPIC Pro product. They do not apply to beta, prerelease or early access versions of these products. These policies do not apply to modifications made by parties other than Tech-X Corporation.

Basic Support Service

Basic Support Service is available to licensed OOPIC Pro users at no cost. This is the level of support that is provided as part of the OOPIC Pro license.

The key features of *Basic Support Services* are:

- Web access to information in FAQs
http://www.txcorp.com/products/OOPIC_Pro
- Web access to the OOPIC Pro mailing list at
<http://fusion.txcorp.com/mailman/listinfo/oopic-users>
- Opportunity to submit issues to our support department. Resolution will be at Tech-X Corporation's discretion.

Per-Incident Support Service

Per-Incident Support Service is provided to solve a single, specific support incident. This is the level of support that is provided on a fee-per-incident basis to OOPIC Pro license holders.

The key features of *Per-Incident Support Services* are:

- Support for resolution of a single, specific incident
- Email and phone access to technical support resources
support@txcorp.com
720-974-1846
- Initial response to support requests within 2 business days
- Resolution response time goal of 5 business days
- Per-incident fee of \$99.00 USD

Support Channels

Tech-X Corporation Technical Support is available via the following channels.

All OOPIC Pro Licensees:

Technical Support Via the Web - Found at http://www.txcorp.com/products/OOPIC_Pro, this information allows OOPIC Pro license holders to access technical support via the website.

Per-Incident Support Services Customers:

Email - OOPIC Pro license holders can email support@txcorp.com with support issues. Email support requires validation and verification of the incident by the inbound support coordinator.

Phone - OOPIC Pro license holders can call the Tech-X Corporation team at **720-974-1846**. Phone support requires validation and verification of the incident by the inbound support coordinator.

Problem Reporting Checklist

To help us serve you quickly and efficiently, please take a few minutes to gather some information before contacting technical support. We will ask you for:

- Your Name
- Company Name
- Company Address
- Telephone Number
- E-mail Address
- Product Name(s) and Version(s)
- Operating System and Version
- Detailed description of the problem, including any transcripts or error messages that you may have received. We may ask you to send a small test input file that demonstrates the problem. Sample code should be brief, complete, and illustrative.

Product Updates and Upgrades

Tech-X Corporation issues three types of OOPIC Pro product releases:

- ***Maintenance*** (*X.Y.z*) releases provide bug fixes and/or platform updates
- ***Minor*** (*X.y.0*) releases provide bug fixes, platform updates, and minor product enhancements
- ***Major*** (*x.0.0*) releases provide bug fixes, platform updates, and major product enhancements or new features.

Definitions:

- ***Update*** means subsequent Maintenance releases of the OOPIC Pro product.
- ***Upgrades*** are Minor or Major releases containing major product enhancements and/or new features.

Tech-X Corporation generally makes *Updates* available to OOPIC Pro license holders at no cost (other than media and handling charges). Major and Minor releases can be purchased by current research or industry license holders at a 50% discount off the list price (discount does not apply to educational licenses).

Product Version Support

Tech-X Corporation provides Maintenance and Support for the most-current available *Major* version (OOPIC Pro version numbering takes the form: <major>.<minor>.<maintenance>) release of OOPIC Pro product. Upon release of *Major* updates, previous versions of the same major release become obsolete. No per-incident support is available for obsolete versions of OOPIC Pro.

Support Incident

Direct email and phone support is provided to OOPIC Pro license holders on a per-incident basis. Incidents purchased but not used within the given Support Period of 12 months will be forfeited.

A support incident is any request or report of a problem, submitted by an OOPIC Pro license holder that requires the response or intervention of Tech-X Corporation's support personnel.

Any single installation, usage, problem report, or other technical request that involves the verification or implementation of user code, environment state or condition, or interpretation of error messages will be considered a support request.

Multiple problem reports or support requests may not be combined into a single support request.

Support requests do not include requests relating to clarification of licensing state, availability of support requests, or clarification of platform specifications on the currently published Compatibility Matrix.

Defect

A defect is any error, unexpected result, or incorrect behavior that deviates from the expected result or use as described in the product documentation. Architectural modifications in subsequent product releases or failures resulting from the use of undocumented product behavior, or use on unsupported platforms will not be classified as a defect.

Defect Resolution

In order to verify a defect or problem report, Tech-X Corporation may require a test case that can be executed. It should consistently demonstrate the problem. Expected qualitative and numerical results should be provided and explained, if possible.

The severity guidelines below assume that a defect can be reproduced in-house. If Tech-X Corporation cannot reproduce the bug in-house, the customer may be directed to consulting services for additional assistance regarding services and mentoring that falls outside of the scope of Support Services. The time required to create, debug, install or update any test case will be excluded from any stated resolution time goals.

Resolution may be provided in one of three forms:

1. Product Update
2. Explanation of behavior or workaround
3. Patch to code or input file

Initial Response Time Goal

The time for a return call from Tech-X Corporation to acknowledge the receipt of the defect or problem report.

Resolution Response Time Goal

The average time required to provide a documented fix, recommend a workaround, or target the date of availability for a workaround or fix that restores full functionality to the product using best efforts.

Supported Platforms

Tech-X Corporation provides support for the specific combinations of hardware and supporting software (operating system, drivers, etc., collectively together with the hardware, the *Platform*) provided in the current *OOPIC Pro Compatibility Matrix*.

Workaround

To resolve unexpected or undesirable behavior, support engineers may provide workarounds or suggestions for the modification of product or model input file to resolve the reported problem or defect. Workarounds are supplied through the best efforts of the support group and may represent changes in the product that have not been fully certified or tested.

Any modifications, suggestions, or workarounds are presented “as-is” without any express warranty or claim of compatibility. Certification and custom programming services are available through Solutions Services.

SEVERITY DEFINITIONS

OOPIC Pro license holders may require technical support for problems with OOPIC Pro that affect the operability or impede the functionality of OOPIC Pro. They may also need assistance with implementation issues or require bug fixes or product enhancements. Tech-X Corporation analysts categorize these problems or issues as follows:

Severity Level 1

The problem causes a OOPIC Pro to stop, crash or cease to function. The problem completely stops simulation efforts. Severity Level 1 problems will be resolved or a full refund will be provided at the customer’s request.

Severity Level 2

The problem severely restricts the functionality provided by OOPIC Pro product, but it can continue to run/operate. Severity Level 2 problems will be corrected by Tech-X Corporation using best efforts.

Severity Level 3

The problem significantly restricts the functionality provided by the OOPIC Pro product. Severity Level 3 problems include a degradation of reliability or performance or limited access to a non-critical function provided by the OOPIC Pro product. Severity Level 3 problems include those for which a workaround has been provided, but for which a permanent improvement is still necessary.

Severity Level 4

Requested performance or usability enhancements will also be considered Severity Level 4 problems, but will be provided at Tech-X Corporation’s discretion.

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