



Software Support and Maintenance Policy

LABTrack offers comprehensive support and maintenance contracts for its LABTrack line of software. These contracts are designed to provide the amount of support needed for each unique customer at an affordable cost. This document describes the options and services offered. We recommend that you consult with your LABTrack sales representative about your specific needs.

Support contact Information:

Telephone: (+01) 949 581 9004
Email: Support@labtrack.com
Skype: rstember

Hours of Coverage

Three types of support contracts are offered: **Standard, Extended and Priority**. Each provides varying coverage by day and time and level of support as defined in the following chart..

Level I support is direct technical support provided by LABTrack personnel to the **end users** of the Labtrack software. This support is provided via telephone and email by LABTrack Help Desk personnel. The LABTrack Help Desk is available by telephone, email and on-line chat.

Level II support is direct technical support provided to **pre-identified and trained administrators** of the LABTrack software.

Level III support is provided by LABTrack developers and management in response to an escalation event as described in the escalation procedure descriptions in this document.

Company Holidays

LABTrack support personnel may not available on the following Holidays (subject to change with prior notice):

New Year's Day	Labor Day
Martin Luther King Day	Thanksgiving Day
President's Day	Friday after Thanksgiving
Memorial Day	Christmas Day
Independence Day	

Support Escalation Procedures

LABTrack strives to ensure that support issues are addressed as quickly as possible. The Support Escalation Procedure is part of this effort. This procedure addresses the infrequent cases when a customer's request is not resolved within a generally acceptable timeframe. Support issues involving down time of the software are escalated almost immediately once reported. Less severe issues will be escalated depending on the severity of the issue and the availability of a work around.



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LABTrack Software Maintenance and Support			
	Level I	Level II	Level III
Personal and Team Edition Contracts include:	Yes	Yes	Yes
Enterprise Edition Contracts include:	(optional)	Yes	Yes

Contract Type Coverage	Standard	Extended	Priority
Maintenance releases	Yes	Yes	Yes
“Work-arounds” / fixes	Yes	Yes	Yes
Major new enhancements	No	Yes	Yes
Issue Escalation	Yes	Yes	Yes
Days and Hours of Coverage	9 am – 5 pm PT Monday - Friday	6 am – 6 pm PT, Monday - Friday	24 hrs / 7 days/week
Number of pre-designated support contacts	2 administrators	2 admins and 2 users	4 admins and 8 users
Pre-Designated Labtrack Support Specialist(s) ³	No	No	Yes
Support Provided Via:			
Telephone/Skype	Yes	Yes	Yes
Email	Yes	Yes	Yes
Downloads from FTP Site	Yes	Yes	Yes
Remote Access ⁴	No	Yes	Yes
Number of on-site support days included ⁵ :	0	0	2

¹ Exceptions for Support Holidays (see table above).

² Support contract coverage hours.

³ Assigned specialists are subject to change with prior notification.

⁴ GotoMeeting, or VPN/ Remote Desktop support by customer required.

⁵ Does not include expenses for travel – billed to customer