AutoSave Extended Software Support (ESS)

MDT's annual ESS agreements provide the following:

- **Unlimited priority consultation** is offered via telephone, modem, Internet, and email for problem solving and product-usage assistance. (If you purchased our product through our distribution/Integration channel, their support personnel should initiate the contact with MDT Software.)

- **Software and documentation updates** include improvements in the operation of your existing software, along with free update-installation assistance via telephone/modem.

- **New releases** provide software upgrades with new features.

- **Master media replacement** replaces defective or damaged software media.

- **User newsletter, website, and application notes** contain software release information, usage tips and troubleshooting notes.

Extended Software Support (ESS) Program Overview

New license purchases of our software come with a 90-day warranty. Following this warranty period we offer yearly Extended Software Support (ESS) coverage on our licensed products. ESS is a subscription program available through an annual maintenance fee. The Extended Software Support Program includes all the services listed below:

PROGRAM FEATURES:
PRODUCT UPDATES AND NEW RELEASES: MDT provides software and documentation updates to the existing software licensed from MDT. As new releases become available, customers may upgrade to the latest software at no additional cost. The customer's license determines which features are enabled.

SUPPORT FOR NEW VERSIONS OF THIRD PARTY EDITORS & HARDWARE: MDT provides software upgrades to support the latest releases of third party editors and hardware. We strive to have new versions available within weeks of the supported third-party vendor releases.

MASTER MEDIA REPLACEMENT: MDT will replace damaged or destroyed master copies of Software licensed to the End User.

SUPPORT PROVIDED TO CUSTOMER REPRESENTATIVE*:
First line of support is usually determined by how you purchased our product. Most front-line customer support is provided through our Distributor network. MDT Technical Support works directly with our Distributor's Technical Support Team, and will occasionally engage directly with the customer site. ESS coverage includes customer representative access to the following resources:

BUSINESS HOURS TELEPHONE SUPPORT: Telephone access between the hours of 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, except holidays, and by special arrangement with MDT.

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EMERGENCY AND AFTER-HOURS SUPPORT: Access to an after-hours contact number for urgent issues that arise during non-business hours.

MODEM, AND REMOTE ACCESS: MDT Technical Support engineers have access to an array of remote access tools to assist Support subscribers in analyzing system settings and logs to aid in troubleshooting.

SEND A FILE TO MDT: For sending electronic files back and forth with MDT, customers can access our send file service at www.mdtsoft.com/secure/support/SendFile.html.

WEB SITE ACCESS: A restricted access web site is available featuring downloads of software, installation tips, documentation, etc.

EMAIL SUPPORT REQUESTS: Support requests may be sent to: support@mdtsoft.com MDT certified technicians will review the customer's issue within one (1) business day and respond as soon as possible.

* If you purchased ESS from an MDT Software Distributor, you should contact your Distributor first. We work closely with our Distributors to provide the best combination of local expertise and centralized diagnostics.

Questions?

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