

Extended Support

After installation and upon final acceptance of *SOSMobile*, clients enjoy a 90-day warranty period where they receive unlimited support and upgrades to the product. After the warranty period, clients may opt to continue maintenance through our Extended Support program. The cost for Extended Support, outlined in each client's Purchase Agreement, is billed annually and is a percentage of the license fees plus the cost of custom modifications.

InsightAtlast offers Extended Support services eleven hours a day, five days a week from 8:00 am to 7:00 pm Eastern Time. Support outside those hours is available with advanced notice. New clients will be given a telephone number and email address to request service of the covered software. InsightAtlast will provide a prompt response by a qualified member of its staff, who will begin to diagnose and correct the problem as soon as reasonably possible.

The table below outlines the advantages of continuing maintenance through Extended Support.

Extended Support	No Extended Support
Direct access to development staff and product experts via phone and Internet.	Support calls/emails first routed through Level 1 support.
Unlimited support requests.	Investigation of reported issues billable at current hourly rate with a one hour minimum.
Access to the latest versions of GUI applications via online downloads.	Retrofitting of latest GUI applications billable at current hourly rate with a one hour minimum.
Priority response for all reported issues, including coding and installation of any necessary software patches.	No software patches will be coded for a particular issue when a workaround is available.
<i>SOSMobile</i> Server software is always supported. Typically all hours required to upgrade the Server software are covered. Should you decide to expand <i>SOSMobile's</i> use or add a new module, this will significantly reduce the cost of the project.	All hours required to upgrade the <i>SOSMobile</i> Server software are billable at the current hourly rate, increasing the cost of new projects.

In order to reinstate a lapsed Extended Support agreement, the client will need to pay support for the lapsed year(s). The rate will be calculated at the current percentage of license fees and modifications, which may differ from the percentage in the original purchase agreement.