

Maintenance Packages (3 Levels)	Standard Support	Select Support (End of Life)	Basic Support (Academia)
Software Update			
All new software releases of your licensed products (<i>Genetic Tox products: updates only</i>)	■	■	■
Information on new software releases	■	■	■
Product Support			
Unlimited Support Requests	■	■	
Normal Business Hours Telephone Support for Designated Time Zones	■	■	■
Problem diagnosis & software error identification of:			
<i>Software usage issues</i>	■	■	■
<i>Basic self-installation & upgrade issues</i>	■	■	■
<i>Basic instrument configuration issues</i>	■	■	■
<i>Basic 3rd party software configuration issues</i>	■	■	■
Investigate faults	■	*	
Fix data by issuing Direct Database Updates	■	■	
Provide known workarounds on customer's version	■	■	■
Develop new workarounds (if possible)	■	*	
24 x 7 access to product Web Communities	■	■	■
Customer Service Notices	■	■	■
Invitations to Webcasts	■	■	■
Roadmap Information	■	■	■
On-line Incident tracking	■	■	■
Customer advocate meetings and status reports	■	*	
Bug Correction			
Create New fault fix releases	■	*	
Genetic Toxicology			
Repair/replacement of hardware supplied by Instem	■		
Safety Pharmacology			
Data analysis optimization	■		
Assistance in setting up & improving configurations for data acquisition & analysis	■		
Assistance in optimizing simple Microsoft Excel® extraction models	■		
Guidance on hardware utilization and optimization	■		
SEND Product Support			
Basic FFDA configuration issues	■	■	
SEND and Define Standards Support	**	**	
SEND Service Queries	**	**	
Audit Support			
Customer Audits	■	*	**
On-site Product Support			
On-site assistance on specific requests, configuration check, answer to questions on software use	**	**	

* Additional charges apply for up to 2 additional years coverage after End of Life (Extended Support)

** Additional charges apply

Notes:

Basic Support is for Academia only. Standard Support customers are automatically transferred to Select Support upon end of life. Customers without a purchased plan will receive information on how to get back into good standing with support. Software includes validation scripts only where an annual maintenance fee is paid specifically for script support.