



OC Systems Software Maintenance Agreement

1.0 MAINTENANCE SUPPORT

1.1 OC Systems software maintenance provides technical support, answers to questions and problem resolution to licensed users of OC Systems products (Licensee), whose subscription is current. This support is intended to assist Licensee in receiving the best value and usage from OC Systems products, and to ensure their uninterrupted use and the overall success of Licensee efforts.

1.2 Maintenance includes periodic product refreshes, which incorporate fixes to defects in OC Systems software products. Product refreshes are scheduled nominally at six month intervals.

1.3 Licensee will identify a single point of contact to report problems and request new deliveries. Licensee may have multiple employees contact Licensor for technical support and questions; however, the single point of contact for Licensee shall be included in communications between Licensee and OC Systems, for example, by carbon copy on electronic mail.

1.4 Maintenance support will be available as follows:

	<b>STANDARD</b>	<b>PREMIUM</b>
<b>Support Hours</b>	M-F (9->5 ET)	M-F (9->5 ET)
<b>Support SLA</b>	Initial Response within 1 Business Day, Unlimited Tickets	Initial Response within 1 Business Hour, Unlimited Tickets
<b>Type of Access</b>	Email: <a href="mailto:rti_support@ocsystems.com">rti_support@ocsystems.com</a>	Email and Phone: <a href="mailto:rti_support@ocsystems.com">rti_support@ocsystems.com</a> 703-359-8160
<b>Level of Expertise</b>	Expert - Product Engineers	
<b>Environment Covered</b>	Development (Sev 3, 4) through Production	