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# RT Software Support SLA

**RTSW offers a “no-quibble” 30 day guarantee on all of its products, after this a valid support agreement is required to gain product updates and access to Technical Support.**

**RTSW supplies licensed software products under 2 options:**

- **Perpetual (20) year licences.**
- **Annual Right to Use licences.**

**The perpetual licenses are supplied with a 30 day no quibble warranty during which time RTSW will take support calls and fix any reported bugs. Thereafter the customer can purchase an optional annual software support agreement.**

**Through this agreement, the customer can report bugs and receive fixes, call the support team at RTSW to discuss technical aspects of the product and receive new versions of the product that may include bug fixes and product feature enhancements.**

**The support SLA is as follows:**

- **Telephone, email and fax access to support desk with a 4hr response during working hours.**
- **Dedicated support e-mail [support@rtsw.co.uk](mailto:support@rtsw.co.uk) that provides a numbered logging system for continuity**
- **Provision of downloadable bug fix releases on the RTSW server.**
- **Provision of downloadable new functionality releases on the RTSW server.**

**In addition, out of hours support and on-site support can be arranged at additional costs.**

**Annual Right to Use licences include Software Support, this can be upgraded to Gold or On-Site Gold on request.**

**Should a customer choose to not take support, or allow support to lapse then support can only be provided once a contract is put in place and back dated to the expiry date.**

**RTSW reserves the right to make additional charges for major new releases.**

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# **RT Software Support Agreement**

## **Signature to the agreement**

**Software being supported:**

**Date for cover to start:**

**Name:**

**Company:**

**Position:**

**Signature:**

**Date of agreement:**

**Purchase Order Number:**