



Imaginet Timesheet

Description of Maintenance Support Services for Enterprise & Platinum Editions (Not Available for Community Editions)

General Understanding and Scope of Maintenance Support

- SUPPORT will cover only the products listed under the “Products Covered” section, collectively referred to as PRODUCT.
- The SUPPORT includes the following:
 - COMPANY will have right to receive all PRODUCT upgrades (minor and major).
 - COMPANY will be allowed to submit INCIDENT(s) via email to helpdesk@imaginet.com. See “SUPPORT Requests & Scheduling” section for more detail.

Products Covered

- Imaginet Timesheet (Enterprise Edition & Platinum Editions only)

SUPPORT Requests & Scheduling

- A support INCIDENT is a single unique issue as it pertains to PRODUCT asked via email submittal. One INCIDENT may involve several interactions with SUPPORT to resolve. Separate INCIDENT(s) must be purchased for multiple support issues or requests.
- An INCIDENT can be filed by emailing helpdesk@imaginet.com.
- IMAGINET will acknowledge the INCIDENT within 24 hours or the next available working day (if the request is submitted on a weekend or company holiday or outside of Imaginet normal working hours). An email acknowledgment will be sent to COMPANY with the estimated start date of the SUPPORT work.
- Scheduling of INCIDENT work will be based on priority.
- All work on an INCIDENT will be conducted via email, phone, LiveMeeting (web), or through a remote connection to COMPANY’s network or systems.
- A reasonable effort will be made to resolve the INCIDENT to the customer's satisfaction.
- SUPPORT is not transferable.

Cost & Payment Terms

The annual cost for SUPPORT is \$24.00 per USER based on USER count at each ANNIVERSARY DATE (the month and day in which the licenses were originally purchased).