

Xena Software Maintenance Agreement

By using Xena products subject to this Software Maintenance Agreement, Xena's customer agrees to be bound by the terms and conditions set forth herein.

SOFTWARE MAINTENANCE AGREEMENT

What Is Included: The Software Maintenance Agreement allows you to maximize the return on your investment by providing you with the latest software releases accompanied by the latest features and enhancements for the corresponding software. Problem resolution, patches, and test approach alternatives are also included in your Software Maintenance Agreement.

What We Will Do: Xena will investigate all defects and operational problems reported through the technical support channels for the most recent major release and provide you with a definitive answer regarding work-arounds and functional alternatives. Where possible, Xena will provide patches and/or software releases.

For How Long: 36 months from the original ship date of the Xena hardware.

Xena Extended Software Maintenance Agreement

To ensure continued software maintenance privileges, Xena offers to its Customers an "Extended Software Maintenance Agreement". This agreement extend the terms and conditions of Xena's Software Maintenance Agreement for additional one-year terms and are renewable annually. The terms and conditions of Xena's Software Maintenance Agreement are incorporated into all Extended Software Maintenance Agreements. Please contact your Xena sales representative for pricing information for extended software maintenance agreements