Software Maintenance Service

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N O T I C E

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SCOPE: This document describes Software Maintenance Service options provided by XOP Networks.

ANNUAL SOFTWARE MAINTENANCE SUPPORT: XOP Networks provides following two software maintenance service packages – Basic and Advanced. These packages can be purchased at the time of initial purchase or added later.

Basic Package

Description	Comments
Respond to product related queries within 24 hours	
Provide any bug fixes at no charge. Upgrade system software with minor software enhancements.	XOP provides software enhancements as point releases. XOP engineers will upload and test the system with latest point release
Provide weekly usage report	Email weekly usage report to administrator

Advanced Package

Description	Comments
Respond to product related queries within 8 hours	
Provide any bug fixes at no charge. Upgrade system software with minor software enhancements	XOP provides software enhancements as point releases. XOP engineers will upload and test the system with latest point release
Provide weekly usage report	Email weekly usage report to administrator
Backup customer server database once a week onto XOP Networks servers.	Customer server can be restored to the last back up
Perform monthly health check. Make test calls, check for disk over flows, check for viruses, check for intrusions, Apply OS patches etc	Notify administrator when any critical failure condition is detected

In addition to above packages, customers can also purchase software maintenance support on per instant basis. Please contact your sales representative for details.