Standard Product Description

Science Tools Corporation

PRODUCT NAME: **Subscription Services, Version 2**   **SPD 3.6.0.2**

Description

Subscription Services provide an alternative or supplement to on-site consulting for support-type service delivery, and is a lower-cost alternative to traditional product support. Our Subscription Services are lower cost, more flexible and more convenient than traditional consulting services because it is a remote-delivery-only service, is hourly based, explicitly excludes architectural and developmental issues, and does not have an "on-demand" (immediate) obligation in response time.

Features

Primary features:

- Clients choose a service level and a subscription rate
- Unused hours roll-over to subsequent months on continued renewal basis
- Subscription services are delivered remotely via telephone and internet
- Subscriptions are always a pre-paid service

Standard service

Response Time: One Business day

Delivery Period: Standard business hours only, on standard business days (specifically excludes weekends and U.S. holidays)

Service Delivery: At the earliest mutually agreeable time.

Preferred Service

Response Time: Same Business Day, if received by 3PM Pacific

Delivery Period: May schedule work outside standard business hours at the consent of the technical representative assigned to the service request.

Premium Service

As Preferred Service but with Assigned Account Representative, who will be assigned on customer's service requests on a best-effort basis.

Student / Individual service

This should be thought of as paid mentorship. Constraints are placed on service delivery in exchange for a considerably reduced price. Monthly hours are limited to 40.

This level of service is not available to businesses of any kind and is subject to special terms as described in our contract.

Should a customer at this level decide to convert their work into a commercial enterprise, they will automatically be presumed to have switched to the Standard Service level. Should this happen mid-month cycle, the upgrade will be treated as a roll-over on upgrade of service level with no pro-rating, unless agreed in advance.

Response Time: Best effort only

Delivery Period: Standard business hours only at location of assigned consultant, on standard business days specifically excluding weekends and U.S. holidays, and excluding periods when assigned consultant is either out sick or on holiday.

Service Delivery: Earliest mutually agreeable time.

Hardware & Software Requirements

This service is available for our own products and these database systems:

DB2, Informix, Ingres, Oracle, Postgres, Sybase

Ordering Information

As noted below, complete the Subscription Services contract and attachment(s). Be sure to cite the desired product or RDBMS, Service Level and number of Subscription Hours.

Software Licensing
N/A
License Management Facility
N/A
Software Product Services
N/A
Standard Terms

This service has its own contract separate and distinct from the standard consulting and support contracts. The subscription services contract is usually named simply SubscriptionServices.doc ; should there be any conflict, the terms contained therein supersede any contained in this document. However, please note:

- This is a pre-paid-only service.

- This service is for support only; no development or architectural work is permitted.