



Sphinx Software Support and Maintenance Contract Provisions

Sphinx Standard Support and Maintenance	
1. Term	Contract term includes a full 12 month period.
2. Definition	Includes second level technical support for 1-2 designated IT personnel at customer installation site. When the customer IT department cannot resolve an issue relating to the Sphinx software installation, or receives an end-user question that they cannot answer, they refer to Sphinx Support for second level support. Sphinx Support provides the customer IT department with problem resolution as far as is reasonably possible relating to the documented capabilities of the software. Customer IT department adds the problem resolution information to their support knowledge base, so that if the same question should again occur, customer IT department can provide problem resolution without having to refer to Sphinx Support.
3. Telephone/Email	Sphinx Support available via telephone during normal business hours, or via support email.
4. Updates	Includes all software updates during support period.
5. License reuse	Includes capability to reuse software licenses, depending on card type. <u>For cards used in server mode:</u> all software licenses can be reused and transferred to a new card when employees lose cards, leave, or are issued a new card. <u>For contact cards that store data on the card:</u> cards must be returned to administrator and "recycled" in order for the license to be reused.
6. End-user support site	Self-help for end-users available at support website, which can be accessed from the Sphinx Logon Manager program.
7. Admin support site	Self-help for administrators available at support website, which can be accessed from the Sphinx CardMaker program.
8. Start date	Unless otherwise specified, effective start date of support contract is the date on which the support license key is generated. Customer can view support term and details in Sphinx CardMaker software under Info > Support.
9. Ordering and renewing support	To order: Customer typically orders support contract from reseller at time of initial software purchase. To renew: 45 days before support contract expires, a reminder window pops up in the Sphinx CardMaker software. Customer uses text form link in window to send support details, including Installation ID and number of licenses, to reseller to obtain new support quote.
10. Agreement	By purchasing support contract, customer agrees to support contract terms as described above. No further formal agreement or acceptance is required.

Sphinx Additional Support Options	
1. Software or system integration services:	Available as required and quoted on per case basis.
2. Software upgrades:	Customer has access to any software upgrades which may be appropriate for their installation, which will be made available at no cost or for an additional fee.