

appsFreedom Support Policy

Effective August 1, 2014

appsFreedom provides support to customers for all Level 2 and Level 3 issues. Customers are required to provide support for all Level 1 issues.

Customer provided Level 1 Support is the initial support level responsible for basic issues. Level 1 Support requires gathering as much information from the end user as possible that describes the issue. Information gathered should include device, system, app, and communication method. Following the gathering of information, Level 1 Support for an issue should include:

- Verifying physical layer (electrical and physical connections, communication - physical cabling or wireless audio, device speed, and flow control) issues;
- Resolving username and password issues;
- Uninstalling/installing apps;
- Verifying proper hardware and software setup;
- Assisting with menu navigation;
- Checking backend software issues (firewall, licenses, server downtime); and,
- Reviewing changes to current landscape, including importing of appsFreedom apps.

appsFreedom Support will accumulate by Customer the time its support engineers incur resolving issues determined to be Level 1 Support. The determination of whether or not an issue is a Level 1 Support issue will be solely at the discretion of appsFreedom Support. On a quarterly basis, any time accumulated by appsFreedom Support engineers resolving Level 1 Support issues that exceeds the following Maximum Quarterly Level 1 Support Hours (the “Maximum Hours”) will be considered Professional Services and will be invoiced at currently prevailing spot rates.

Users Subscribed at Beginning of Quarter	Maximum Hours
Less than 100	8
100 to 999	16
1,000 and Greater	32