

Enterprise Software License Terms

("Terms")

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- 8.1.2. The Basic Coverage is available from Monday to Friday, excluding Polish public holidays, between 08:00 a.m. and 5:00 p.m. Central European Time ("**Business Hours**"), and comprises:
 - a) 5 hour of technical support via email (support@handsontable.com);
 - b) access to Handsoncode forum at forum.handsontable.com;
 - c) access to all Major, Minor and Patch Releases; and
 - d) direct contact with Handsoncode core developers.
- 8.1.3. The technical support may include any such programming as may be involved in fixing bugs and the like, to the express exclusion of programming aimed at or resulting in the introduction of new functionalities into the Software.
- 8.1.4. The initial response time is 36 Business Hours of proper and effective notification of Handsoncode.

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 - b) access to Handsoncode forum at forum.handsontable.com;
 - c) access to all Major, Minor and Patch Releases; and
 - d) direct contact with Handsoncode core developers.
- 8.2.4. The initial response time is 12 Business Hours of proper and effective notification of Handsoncode.

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- 8.3.1. Licensee may renew maintenance and support coverage for the Software, available in two types:
 - a) the first of which provides coverage substantially similar to the Basic Coverage ("**Basic Re-Coverage**"); and
 - b) the second – to the Extended Coverage ("**Extended Re-Coverage**");the differences being that both types of the renewed maintenance and support coverage (collectively, "**Re-Coverage**") span 12 months, and will automatically renew for additional 12-month periods unless and until terminated by Licensee or Handsoncode.

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