

SUPPORT POLICY

ALL SUPPORT CALLS/INCIDENTS must be submitted via the NexJen Customer Portal located on our website at www.nexjensys.com click the **Customer Portal** link located in the top or bottom header areas of any page. Any issues, questions or requests may also be submitted via email to support@nexjensys.com.

NOTE: It is the Customer's responsibility to maintain an Open User License in order for NexJen to access the Customer's Server to provide Upgrades and Support Services. In the case that the Customer is unable or refuses to maintain this Open User License, NexJen reserves the option to refuse to provide Support until such Open User License is purchased OR charge its then current Hourly Rate to provide the Support Services required.

STANDARD SOFTWARE SUPPORT COVERS: Technical assistance concerning the general operation of the software (LEGEND) and its related modules, assistance with issues related to Cache, software corrections "Defects", and software improvements made generally available to the customer base via (Upgrades).

STANDARD SOFTWARE SUPPORT DOES NOT INCLUDE: Hardware assistance, Networking assistance, issues relating to any software other than (LEGEND) and its related Modules, any database corruption corrections or database inconsistencies, Custom Programming modifications, Customer API Integrations, Report changes or Custom Report building, SQL/ODBC access issues, data migrations, extensive Training/Re-training on software modules, or After Hours support. Any Service not covered under Standard Software Support shall be billed per our Programming & Expertise ("P&E") Rates on a Time & Management ("T&M") basis.

SERVER OPERATING SYSTEM: Windows Server (minimum 2008 and above) **Standard or Enterprise Edition only.**

DEV or TRAINING SERVER/ENVIRONMENT SETUP or DATA UPDATES: **Requires** minimum 2 weeks advanced notice for scheduling and shall be billed at a rate of \$275.00 per hour.

REPLACING OF SERVER: **Requires** (30) days advanced notice for scheduling a Server Conversion. **NexJen Systems** will coordinate with your Hardware/Network Technician to ensure a smooth transition of your (LEGEND) software. All System changeover services shall be billed at a rate of \$275.00 per hour.



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3rd PARTY SOFTWARE: Any 3rd Party Software used in your business should be deployed on a separate server from the (LEGEND) Server i.e. (SQL, Exchange), etc. Any support issues found to have been caused by such 3rd Party Software shall be billed based on our Programming & Expertise ("P&E") Rates.

NEXJEN'S HOURLY RATES: For Custom Programming, Custom API Integrations, extended After Hours Support, Report Modifications, any SQL/ODBC assistance and any other services not covered by Standard Software Support shall be billed in 15 minute increments.

Programming & Expertise ("P&E") Rates:

\$195.00 Professional Services
\$195.00 Jr. Level
\$275.00 Sr. Level

SERVER NAMING: The Server Name must NOT be changed at any time without prior notification to **NexJen Systems**. Renaming the (LEGEND) Server will cause the (LEGEND) software to become inoperable.

ALL SUPPORT PAYMENTS are due by the 15th of the month. Any Customer's Account that becomes Delinquent will be placed on Support Hold, until all back support charges have been received.

ALL CANCELATIONS: **Require** a minimum (30) Day Written Notice prior to 1st of the month.

STANDARD SUPPORT HOURS are 7am to 5pm; Monday – Friday.

NEXJEN CUSTOMER PORTAL is available 24x7 and monitored on a regular basis. If it is an emergency, please contact us directly and enter the issue in the Customer Portal, if you have access to the Internet.

EMERGENCY SUPPORT LINE is 760.297.1183 x2 Support