

## TOPBRAID COMPOSER SUPPORT AND MAINTENANCE (TSM)

TopQuadrant provides a Support & Maintenance package (TSM) with TopBraid Composer, which will not only enable you to receive priority technical support, but will also provide you with all minor releases and major upgrade releases throughout the TSM period. The Support & Maintenance Package is available in a one year annually renewable plan.

The initial purchase of either TopBraid Composer (TBC) or TopBraid Composer Maestro Edition (TBC-ME) includes one year of TSM. The cost of the initial year of TSM for each license purchase is included in the purchase prices (including volume option pricing) for these products (see [http://www.topquadrant.com/products/TB\\_purchase\\_set.html](http://www.topquadrant.com/products/TB_purchase_set.html)).

### SERVICES INCLUDED IN TSM

#### Priority Technical Support

Priority Technical Support is provided via email at [composersupport@topquadrant.com](mailto:composersupport@topquadrant.com). TopQuadrant will respond within 1 business day, US business hours (MO-FR, 8am PST – 6pm PST, US holidays excluded). Technical support only covers issues or questions resulting directly from the operation of the software. Users may also want to join the TopBraid Composer Users' forum mailing list for access to answers to commonly asked questions, discussions, suggestions of new features, and so on. To subscribe, please go to <http://www.topquadrant.com/products/support.html>.

#### Free Minor & Major Upgrade Versions

You will receive free of charge all maintenance releases and major software versions that are released during your Support Period. Updates that you receive cover the specific edition of the product that you have purchased and typically include many additional features.

#### Maintenance

During the Support Period you may also report any software problem or error to TopQuadrant using the same support process described above. If TopQuadrant determines that a reported reproducible material error in the software exists and significantly impairs the usability and utility of the software, TopQuadrant agrees to use reasonable commercial efforts to correct or provide a usable work-around solution in an upcoming maintenance release or update, which is made available at certain times at TopQuadrant's sole discretion.

### SUPPORT PERIOD

The Support & Maintenance package that is currently offered with TopBraid Composer covers the product for a period of one year. The support period begins on the day you purchase the product license and extends for a period of exactly 12 months. You may only purchase TSM at the time you purchase a product license or when you renew an existing TSM for an additional one year period. During the Support Period, you will receive Support & Maintenance services from TopQuadrant as described above.

TopQuadrant strives to meet customer demands in our product and services offerings. TSM gives you the benefit of always keeping your product current and receiving world-class technical support for a fee of only 20% of the purchase price of your software license per year.

### TSM RENEWALS

If you are an existing TSM customer, you have the opportunity to renew your Support & Maintenance Package for a period of one year annually. Renewing your TSM will allow you to extend the duration of your support period to receive all minor and major releases at no additional cost during that time. Renewals must be purchased before your current TSM expires and can be ordered up to 90 days in advance.

The cost of renewal of a one-year TSM plan for TBC is \$275. The cost of renewal of TSM for TBC-ME is \$500. Contact us at [sales@topquadrant.com](mailto:sales@topquadrant.com) or +1-703.299.9330 to purchase renewal of TSM.