

# Software Support Agreements

## for FuelsManager Oil & Gas Software and Solutions



*Varec's Technical Support Center (TSC) provides expert advice, troubleshooting, and assistance, as well as remote systems diagnosis upgrades — 24 hours a day, seven days a week.*

## 24x7 Peace-of-Mind

*A software support agreement ensures that Varec's technical and application support team is accessible by the telephone or over Internet to guide you through any problems you may face, every step of the way.*

### Support Programs

Standard and premium software support agreements are available for actively supported product versions. For customers electing not to purchase annual support, assistance is available on a pay-per-call basis.

- **Standard Support** — Our standard support agreement provides up to 40 help desk incidents annually for investigating and resolving issues, collecting configuration settings and providing any assistance as needed to return your system to a normal functional state using your available spare parts and system information, such as database backups. Support is provided 24x7 on our toll free telephone, e-mail, fax, or web site.
- **Premium Support** — In addition to the services offered under our standard support agreement, our premium level of support includes access to new releases of software or firmware. You will be notified when any new release is available and, on request, you will be shipped the upgrade materials. In addition, Varec technical staff will provide telephone support, if necessary, to assist in installing the version upgrade.

### Support as You Need It

For some customers, support services are only required on an “as needed” basis; this may include pre-sales assistance with product selection and site surveys or after sales maintenance, servicing, training, and technical support. Our sales applications engineers, local representatives, and customer service staff are here to provide the information you need, when you need it — call for further information.

