ABSTRACT MICRO SYSTEMS

Contact Routing Simulator Support Services

November 2, 2008

This document describes support services for licensed users of Contact Routing Simulator.

Definitions:
The terms "The Software", "EULA", and "You" have these meanings:
- **"The Software"** means the Contact Routing Simulator, including all associated files such as Excel addin files, DLL's, help system files, documentation files, and installation files.
- **"EULA"** means the End User License Agreement for the Software that you received from Abstract Micro Systems. In other words, the EULA is the Software license.
- The term **"You"** refers to the one person who will use the Software under the terms of the EULA.

Support Services:
1. **Support period.** Provided that you are a Registered User of the Software (as defined in the EULA) and you comply with all terms of the EULA, then Abstract Micro Systems will provide support services to you for a 12 month period beginning on the date you purchased a license to the Software. If at any time you cease being a Registered User of the Software or cease your compliance with the EULA, then the Support Period will immediately terminate and support services will cease.

2. **Services provided during Support Period.** There are two types of support services: Software updates, and email-based customer help. These types of support are described in the following paragraphs.
   a. **Software Updates.** From time to time Abstract Micro Systems may release new versions of the Software. Usually such releases will contain minor changes such as bug fixes, but sometimes new features may be introduced into the Software. If such Software Updates occur during the Support Period, then Abstract Micro Systems will make them available to you. Software updates that you receive during the Support Period are free, provided that you receive them by email. If you require a CD, then you must pay media cost, shipping, and handling.
   b. **Email-based Customer Help.** During the Support Period, Abstract Micro Systems will correspond with you by email whenever you have difficulty in making the Software perform according to the documentation that you have received from Abstract Micro Systems. When notified by you of such an issue, Abstract Micro Systems will usually send an initial email response within two business days. However, some support issues may take longer than two business days to resolve, and may require an exchange of several emails. Often, Abstract Micro Systems will ask you to send via email an actual simulator scenario workbook file that illustrates the problem you are having. Your compliance with this request may be essential for achieving a resolution to your support problem.

      Email address for customer support: **support@AbstractMicro.com**

3. Abstract Micro Systems does not provide telephone-based support.