



Support conditions for Remote Support (RS)

Remedy IT delivers several types of remote support (RS) contracts so that you can select the best option for your project.

RS is intended for the following type of activities:

- bug fixing / problem resolution not requiring major redesign
- (relatively) small functional enhancements and extensions
- development support (i.e. supplying building, coding, optimization information, example / prototype implementations)

RS_Incident:

Number of hours : not fixed
Invoice : monthly based on hours used
Payment terms : 30 days by wire transfer
Initial response time : within 3 working days
Validity : until December 31, 2022
Products : ACE and TAO
It is not possible to request an RS-Incident support contract when a formal PO is required for each invoice.

RS_Year:

Number of hours : minimum of 40 hours and maximum of 120 hours
Invoice : at start of the contract
Payment terms : 30 days by wire transfer
Initial response time : within 3 working days
Validity : 1 year after start of the contract, hours are not transferable to the next year and not refundable

RS_Month:

Number of hours : minimum of 24 hours per month
Invoice : at start of the contract for the total amount or 12 monthly payments
Payment terms : 30 days by wire transfer
Initial response time : within 2 working days for contracts between 24 to 60 hours per month
within 1 working day for contracts with more than 60 hours per month
Validity : 1 year after start of the contract, hours are not transferable to the next month and not refundable

RS_SLA:

This contract type is mainly aimed at projects that are using a specific product version and want to freeze that for a longer period of time.

- support with a Service Level Agreement for your specific version of the product
- version management including patch management
- guaranteed response times within a working day
- product upgrade management
- includes a pool of 100 support hours

Invoice : at start of the contract
Payment terms : 30 days by wire transfer
Validity : 1 year, hours are not transferable to the next year and not refundable

For all these contracts it is necessary to sign a support contract which you can request by email from sales@remedy.nl.

Structural additions and alterations of software are not covered by our RS contracts. In case the classification is not clear, Remedy IT reserves the right to classify an activity as non-RS. Activities classified as non-RS require a custom support contract. On-site support when using a RS-Incident, RS-Year, or RS-Month contract requires a custom support contract.

For support questions regarding ACE and TAO please use the problem report form that you can find in the ACE package in the ACE_wrappers directory.