

LinkCom® Maintenance Agreement

The external solutions for IBM host printing in the LAN



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Maintenance Contract for the LinkCom range of products

This maintenance contract is for the following types of products:

LinkCom III
 LinkCom VI
 LinkCom III S
 LinkCom III S EIO

Services

LinkCom Maintenance provides the following services as part of an annual subscription:

- Product warranty exceeding 3 months after purchase.
- Extended Hardware warranty
- Free software updates
- Online support exceeding 3 months after purchase.
- Proactive Support Services
- Fault error corrections exceeding 3 months after purchase.

Proactive Support Services

The proactive support services include:

- E-mail based service giving early warnings and possible workarounds to potential high-impact problems.
- On-going ad-hoc advice service in the use of LinkCom by product specialists.

Online Support

The online support service gives access to the following services:

- Incident submissions via phone fax or e-mail.
- Escalation management ensuring holders of a LinkCom Maintenance agreement that their issues are escalated promptly to deliver the best resolution in the shortest possible time.
- Emergency on-site support providing expert on-site help when mission critical issues cannot be resolved remotely. This service may be chargeable.

Free Product Updates

Provides free access to new releases of the LinkCom version installed including:

- Unlimited access to bug fixes and new releases of the LinkCom version installed via web or e-mail.
- Unlimited access to utility packs / updates containing copies of the most recent configuration software and documentation.

LinkCom is a registered trademark of MPI Tech

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Pricing

Maintenance is purchased for an annual fee of 15% of the invoiced hardware price. Please contact MPI Tech or your local MPI Tech reseller for pricing information.

LinkCom Maintenance terms

LinkCom maintenance starts at date of purchase and runs for 1 renewable period of 12 months (Annual period). Maintenance for each upcoming annual period is automatically invoiced 1 month prior to the end of the preceding annual period.

Discontinuance of Maintenance

LinkCom maintenance can only be discontinued in writing by the customer. This discontinuance must be received by MPI Tech no later than 3 months prior to the end of the current annual period.

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