

# END-USER LICENSE AGREEMENT

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## **PRODUCT UPDATES & TECHNICAL SUPPORT:**

In order to receive FileOrbis vendor support, the customer must have valid software maintenance. Vendor support includes the following items;

- **Basic Support:** Providing technical support for a functional and operational problem seen on the product via e-mail and telephone. Providing remote support for problems between 08:00 and 18:00 on working days

The 3 problem levels for basic support and the average response times to these problems are given below.

Problem Level	Problem Level Description	Response Time
Low	Low impact problem that does not affect workflow and does not stop operations.	3 Business Day
Medium	Medium impact problem that partially affects work flow and operations	2 Business Day
High	The problem that highly affects or stops the operation of the system	1 Business Day

- Product and Version Updates: Provision of related packages (new version, patch, fix)
- Documentation: Sharing of documents regarding FileOrbis usage and operation

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