

## PathMATE Support Subscription Policy

(version 3.1)

### TECHNICAL SUPPORT

Pathfinder Solutions provides telephone and email based PathMATE Product Technical Support for properly licensed *PathMATE* installations with active support subscriptions in place. All inquiries for support will be responded to within one business day of the original request.

Support is provided for a complete installation of PathMATE via access to the PathTECH portal, so all active licenses at an installation require an active support subscription.

### ***Defect Reporting***

Report PathMATE defects via email to [support@pathfindermda.com](mailto:support@pathfindermda.com) or telephone to 888-662-7284 x103. Please provide sufficient information so the defective behavior can be reproduced. Reported defects will be categorized by Pathfinder Solutions into one of the following categories:

<i>severe defect:</i>	causes data loss or other significant impediment to core tool capabilities
<i>defect:</i>	a deviation from published capabilities/behavior of the tool
<i>enhancement:</i>	an extension to the tool beyond the published capabilities/behavior

### ***Priority Repair Response***

When reporting a severe defect, the customer may indicate that the defect being reported causes them significant hardship, and may request a priority repair. Pathfinder Solutions will respond within 2 working days to all priority repair requests. The response will indicate the expected availability date of a recommended workaround and/or patched version.

### ***Product Revision Updates***

As defects are repaired and extensions implemented by Pathfinder Solutions, update releases are made to customers with active support subscriptions. There is generally one minor and one major release per year .

### CUSTOMER MODIFIED PRODUCT ELEMENTS

The PathMATE Support Subscription does not provide for support of customer-modified versions of Pathfinder Solutions tools or components, including generation scripts, report templates, code templates or base mechanism source files. Assistance with the modification, debugging and maintenance of customer modified product elements is provided through the Pathfinder Solutions *MDD Mentoring and Consulting Services* offering.

### REDUCING ACTIVE SUPPORT SUBSCRIPTIONS

PathMATE Support is provided for customer sites that have current Support Subscriptions, and are in compliance with their Pathfinder Solutions tools license agreements. To reduce the number of active PathMATE Support Subscriptions at an installation, a new key file is requested for the subset of seats with active Support Subscriptions.

An installation with no remaining active PathMATE Support Subscriptions may request one reissue of their PathMATE license file with no expiration date – their “Final Issue”. At any point after receiving their “Final Issue” license file the customer may request changes to their license file (typically to relocate it). Each change is available for an administrative charge of \$120.