



## OVERVIEW: Priority Engineering Program (PEP)

The **Priority Engineering Program (PEP)** is recommended for developers who have licensed The Graphics Connection to automate a volume process (Production License) or to integrate conversion features into their application or web service (Developer License).

Priority Engineering offers developers a specialized level of support that is added onto an Advantage Support Subscription. It complements the standard support program by adding the following benefits:

- **Expedited Response Times.** Our support staff will make best efforts to provide an initial response within 4-8 business hours of receiving the support request. This response is aimed at diagnosing and providing a reasonable timeframe for solving the reported issue.
- **Free Developer Consults.** Your developers will receive advice within a 48-hour target time-frame for troubleshooting and advising on installation and optimal configuration settings for the software (i.e. installation or conversion issues that can be resolved using the software's existing functionality).
- **Jump to the Head of the Queue.** Your developers will be placed in the highest priority support queue and their queries will be handled by our most senior engineers. This applies to all types of inquiries including support questions, trouble reports and custom development requests.
- **Fast Turnaround on New Builds.** If the software needs to be patched or enhanced to solve your trouble report, best efforts will be made to deliver a maintenance release of the affected software as soon as possible within a 30-day maximum timeframe (may be a custom patch or new release). This service applies to any problem which is reproducible and is considered a failure of the software to perform as documented.
- **Quarterly conference calls.** Regular contact will ensure that the software is delivering its full potential in support of your projects. These calls are scheduled to discuss the status of any open issues and to understand how your processes and applications are evolving. Some of our best enhancement ideas come out of these calls and the process ensures that our software evolves to best meet the needs of your organization.
- **Access to early releases.** Working closely with our developers helps to ensure new releases contain the features you need and that the new versions can be tested across a wide range of scenarios. All PEP customers will be invited to participate in the testing of these new versions as part of the Beta Program.

In many cases, PEP customers can enjoy turnaround times that are even shorter than the ones listed above. Even minor feature enhancement requests from PEP customers stand a pretty good chance of being implemented rapidly and without additional custom development cost, as the needs of our PEP customers have our highest priority.

The Priority Engineering Program is valid for a period of 1 year following the date of purchase, and is priced at \$5,000.

The Priority Engineering Program from Square One puts you on our "A-list". It is a cost-effective way to ensure that you get the fastest possible response when you need it. An order for a PEP can be submitted via email, fax or telephone. If you have any questions or need more information, please contact us:

**Tel: +31 71 364 8657 (Holland)**

**Tel: +1.203.847.3355 (USA)**

Email: [info@square1.nl](mailto:info@square1.nl)

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## **General Terms and Conditions**

These terms and conditions apply to all **Advantage Support** and **Priority Engineering Program** subscribers:

- Square One Support, Maintenance and Engineering programs are tied to a specific version of the software as identified by a serial number and may not be transferred.
- Subscriptions are automatically renewed at the then-current price for the subsequent year unless a termination notice is received in writing by post, fax or email two months prior to the contract expiration date.
- Square One Support, Maintenance and Engineering programs rights are tied to the agreement term regardless of the customer's deployment schedule. Even when the agreement has expired, if the customer has not yet deployed an upgrade that was released during the term of the agreement, the customer still has the right to deploy the upgrade for the enrolled licenses. However, the customer does not have access to future upgrades after the agreement has expired.
- The support and/or maintenance subscription is purchased in advance for a period of one year and must be purchased with the initial order of the software. If added later, it must be started retroactive to the original purchase date.
- Upgrades that are covered by Advantage Support include minor releases, major releases, and product maintenance releases. Upgrades that are not covered by Advantage Support include products that are not considered to be the successors to the previous product or additional products released separately by Square One.
- Although Square One does try to notify Advantage Support customers when new versions are released, it is the responsibility of the subscription to check for updates from time to time. Information on new versions will be published on the company's website and downloads will be made available on our FTP-site.
- As a guideline, Square One makes every effort to release maintenance updates regularly and new versions every 9-18 months. There is, however, no guarantee that product upgrades or enhancements will be released during the term of the agreement.
- Notes: Advantage Support is priced at 20% per year of the total list price of the purchased license(s). After the first year, it can be renewed annually. Customers who have lapsed Advantage Support contracts may incur penalties to renew.
- Once Advantage Support has been purchased for a specific product, it must be ordered for all add-on orders to that license.
- Square One endeavors to notify our customers well in advance of the expiration of their support and subscription agreements. In the event that a customer's agreement has lapsed, the customer must pay all fees covering the lapsed time, billed at the then-current pricing for such coverage, if they elect to 1) renew their support agreement or subscription service, and/or 2) to take delivery of available patches, maintenance, update and version releases.
- All seats under contract must be included in the subscription services, including any licenses added by the customer after initial purchase of the service. The fees associated with additional licenses will be charged under a prorated agreement that will be synchronized to terminate with the original agreement. Seat additions are factored into the renewal at year-end.

## **Special Terms for the Priority Engineering Program (PEP)**

- In some cases, conversion problems are caused by limitations in the input or output format specification, or the target application. In such cases, fixes or workarounds may take longer to implement or may not be possible at all.
- Customer must provide Square One with adequate information regarding their implementation and their problem, in order for Square One to meet the listed response targets. Documentation of the required information items is available on request.
- Square One is closed during national holidays in The Netherlands, and our support staff will generally not be available on those days to respond to support requests. An overview of Dutch national holidays is available on request.