



SUPPORT & MAINTENANCE

Policy Document

Document last updated 10/21/2008

1. Introduction

This document describes the scope of support and maintenance offered by Sundance DSP Inc. (SDSP) for its hardware and software solutions.

Benefits of support and maintenance contracts are:

- Free upgrades for the duration of contract
- Priority support
- Priority bug fixes
- Built-in number of consultancy for providing help and advice on project development issues.

All hardware enjoy from a full year (and longer period if an extended warranty policy is in place) limited warranty from the date of invoice, for any defect and fault. This is irrespective of any purchased maintenance plan. Support and Maintenance plans are designed to help customer in the use of hardware and software and are different to any offered warranty.

All reported hardware and software bugs will be fixed by SDSP if reported within 1 year from the date of purchase even without the purchase of any maintenance plan. For customers without a current plan a solution will be provided as and when possible but no later than the next release of the hardware or software in question. In case of hardware, if the solution must be based on a new revision of hardware and no solution could be implemented on the purchased hardware then SDSP will offer a 50% discount and priority delivery to the customer for purchasing a later revision replacement hardware. Any reported critical bugs will naturally be dealt with as a matter of priority but SDSP cannot guarantee a timescale without a current maintenance plan. When a customer reports a problem with SDSP hardware/Software then detailed steps on how to reproduce the problem must be provided by customer. In case of software bugs/problems customer needs to provide a small executable along with source code and project file that isolates and shows the problem in a reproducible manner.

SDSP may not accept to address bugs reported after two years of purchasing a product and there may be special arrangement for such cases.

1.1 Software /Firmware

Any software / firmware supplied by SDSP includes a 3 month (from the date of invoice) built in support and maintenance contract. Any support outside that timescale is provided based on one of the plans that are described later on in this document. In the initial period customers are also eligible to receive free upgrades announced during that period. Customers could also purchase a maintenance contact at the time of purchasing the software. That will entitle the user to a full year of free upgrades and priority support not exceeding 15 hours.

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1.2 Hardware

All hardware enjoy from a one month (from date of invoice) support period where SDSP engineers could help with set up and running confidence tests. This does not include advice and help on application development or involved debugging of specific problems other than those arising from executing any demos or 'confidence tests'. Outside this period, any support must be covered by one of the plans detailed below.

2. Resources

SDSP provides customers with specification documents, User Guides, application notes, help files, block diagrams, possibly schematics (may need to sign an NDA), and software tools to help them in project developments.

SDSP can provide on-site or off-site training. Typical cost is as per our daily consultancy rate plus any out of pocket expenses like travelling cost. Please contact SDSP for the applicable rates.

3. Product Support Plans

The support plans provides access to the SDSP Technical Support Team via its support forum, emails or directly by telephone. All support contracts are limited in both duration and scope and customers are advised to select the one most suitable for their circumstances. Custom contracts can also be devised to satisfy customer needs. Support contracts do not include custom development and application debugging. Within 24 hours of lodging a support query with SDSP, one of its engineers will contact the customer with a solution or with some questions/clarifications. Below is a list of support plans:

- **Default Plan:** This includes 3 months of support and maintenance for software items and one month for hardware items. All time is from the date of shipment/invoice.
- **Silver Plan:** This Ideal during prototyping and development phases. It gives you a dedicated engineer as a support contact within SDSP. You can interact with Sundance's Engineers to provide assistance with your project. This plan does not include any custom development, but our engineers can give you guidelines to help you succeed. Two contacts from customer team can register with this package.
- **Gold Plan:** This plan is ideal for cases where custom development and/or involvement in the project development is required. It provides the same benefits as the Silver Plan

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with the addition of custom designed examples to help you during your product development.

- **Custom Plan:** Customer can also purchase support based on a mutually agreed custom plan or on a daily basis. Note that purchasing support on a daily basis may not always be available depending on our workload and commitments at the time. For daily support the charge will be based on our consultancy rate which varies from time to time. Please contact us for the current consultancy rate.

Plans	Default	Silver	Gold
Support time	Reasonable number of hours	30 hours	80
Valid for (month) or all above hours used	1 (hw), 3 (sw)	6 (hw & sw)	12 (hw & sw)
Software maintenance / upgrade	Yes	Yes	Yes
Response time (working days)	2	1	1
Dedicate support engineer	No	Yes	Yes
Cost (US dollar)	Free	3500	8000
Extra hours (US dollar per hour)	None	125	100

4. Custom Development Policy

Custom development is a service provided by SDSP to help customers with design and development of a solution to meet a specific requirement. The development can involve hardware, software and firmware.

Custom development has to be defined by a detailed specification document. This needs to be established by the Customer, and reviewed by SDSP and agreed to by both parties. The design specification will form the basis of the development contract.

The custom development specification will need to contain the following information:

- **Design Inputs** What information, documents, specifications, software routines and technical descriptions define the product, and who is responsible for providing them.
- **Timescales** What timescales can be expected for the delivery of the project. It also outlines any milestones required.
- **Deliverables** What hardware, software and firmware is considered to constitute the project. Where required, which aspects of the project will need to be delivered, and at which milestones.

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- **Verification** What processes and procedures are required to ensure that the deliverables meet the criteria set out at the start of the design project.
- **Validation** What processes and procedures will be undertaken by the customer to ensure that the deliverables meet their expectations, as outlined in the initial specifications.
- **Warranty** The time period over which SDSP can reasonably be expected to modify the deliverables where they are found not to meet the initial project criteria.
- **Production Schedule** Where the project is designed to be part of a "production" development, what timescales are to be expected for the delivery of the production item, and the associated costs. (production, shipping etc)

All such development projects must be "signed off" by an officer of each company in order to be binding. Pricing for custom developments is by negotiation.

5. Extended Hardware Warranty

SDSP may also offer specific contracts to extend Hardware Warranty beyond the first year and to avoid the obsolescence of your solution.

6. 3rd party Products supplied by SDSP

If a system solution purchased from SDSP contains any hardware and/or software from any of its 3rd party suppliers then the original manufacturer's policy will apply although SDSP will try to help where it can. In most cases SDSP has enough information and data to support 3rd party items at the same level of its own solutions. All support is supplied to registered customers via SDSP support forum, email or by phone. Please visit <https://www.sundancedsp.com/forum/index.php?action=register> to register with SDSP support team.

For more information please contact SDSP or any of its authorized distributors around the world.