

Objective

This document explains the terms and conditions of Target Helpdesk support.

Definitions

- A platform is a combination of operating system and hardware. Fully compatible versions of system and/or hardware comprise the same platform. Example Windows 2000/XP/2003 comprise of one platform.
- A Product comprises one of the software offerings of Target Helpdesk. Examples: Target Helpdesk Essentials, Target Helpdesk Professional, Target Helpdesk Enterprise.
- A major version is a new version of a product with significantly Enhanced functionality. Example: Target Helpdesk 2
- A minor release is a milestone version of a product that concludes a series of enhancements and may include specific enhancements and bug fixes. Minor releases are explicitly designated as such. Example: Target Helpdesk 2.4, Target Helpdesk 2.5, etc.
- An interim release comprises of minor enhancements and bug fixes. Example: Target Helpdesk 2.5.2, 2.5.3, etc.
- An update changes an existing license for any product to a license with the same rights (e.g. platform), but which covers newer major release. Example: Change from Target Helpdesk 2 to Target Helpdesk 3
- An upgrade changes an existing license for a product to the same major version of another product which is a superset of the first. Examples: Target Helpdesk Professional to Target Helpdesk Enterprise.
- A bug is a deviation from the documented behavior, providing that suitable input has been provided, and all documented conditions have been observed. Target Helpdesk will throw an exception to alert the user to a particular problem; according to standard practice client machines must handle exceptions and react appropriately. Example: Target Helpdesk saves a ticket to the database but fails.
- A build of a particular product is a set of files required to use a product on a particular platform. New builds are based on the latest maintenance release of the product. And may contain additional bug fixes or improvements, but no functional extensions. Example: Target Helpdesk 2.5.3.18259

Opening a case

Please remember when opening a support case:

- Bug reports will only be accepted if the latest maintenance release of the respective product line is used. If a problem cannot be reproduced with the latest available maintenance release the case will be closed. For Example a bug in version 2.5.1 will no be accepted if the bug has been fixed in the maintenance release 2.5.2
- Please email a problem description which is as specific as possible, and include sample input data which may be required to reproduce the problem. Screenshots should be user when appropriate. Cases will only be accepted by email. Your case will be followed up in rotation and a support specialist will contact you by email or phone as appropriate. Requesting new cases or updates by phone will incur charges in units of 1 hour with a 1 hour minimum charge. Chargeable rates are available on our web site.
- Multiple issues logged on one case will be dealt with in sequence and in rotation according to other cases in progress for other customers.
- Cases will only be accepted where a valid maintenance and support contract is active. Where a case is logged without a maintenance and support agreement, you will incur charges in units of 1 hour with a 1 hour minimum charge and an additional administration charge to setup a temporary support contract to deal with the case.
- Cases which are not support issues are chargeable. Such cases are classified training or consultancy and appropriate rates apply. Such cases are charged in units of 1 hour with a 1 hour minimum charge. Chargeable rates are available on our web site. E.g.: relocating your system to a new server or setting up a new desktop is not a support issue but is an implementation task and therefore is chargeable consultancy. E.g.: requesting advice for configuration of your system involves both training and consultancy and therefore is chargeable, training and consultancy rates apply.

Product lifetime

Support Cases will only be accepted during the lifetime of a product. Support ends with the release of the second major version after the licensed version, plus one year. Support contracts can be renewed until the end of a product's lifetime; they must be updated to a new version thereafter. Example: the life time of Target Helpdesk 2 ends 03/2007; the new lifetime of Target Helpdesk 3 ends at the release of Target Helpdesk 4 plus one year.

Consultancy

Any request where you wish to utilise our services that is not a direct result of an issue arising out of the Target Helpdesk software may be charged at our standard daily rate. Examples are as follows.

- A change to the Target Helpdesk software to create a new feature
- A change to enhance an existing feature
- Advice and assistance with setup and configuration
- Relocating the Target Helpdesk database to a new server

Maintenance activities for standard support

Category	Description	Support	Examples
General	Response time for support	1 business day*	
	Support fee	16% of license fee per year	
Bug fixes and new builds	Correction or workaround for a particular problem plus new builds for all licensed platforms	Yes	
Minor updates	Cost of updating to the latest maintenance release of the same product	Free	Change from Target Helpdesk 2.5.1 to Target Helpdesk 2.5.2
	Availability of the latest maintenance releases of the same product	Product Lifetime	
Major updates	Cost of updating to the latest major release of the same product	Upgrade fee applies**	Change from Target Helpdesk 2 to Target Helpdesk 3
	Availability of the latest major release of the same product	Product Lifetime	
	Information is sent by email when a new minor or major release is available. This information is also published on our web site.		
Licence Upgrade	Upgrade to the latest major release of the product of the same version number (at the applicable upgrade fee)	Upgrade fee applies**	Upgrade from Standard to Enterprise
	Purchase additional licenses of the licensed product (at list price)		
End of maintenance	Support for the product will no longer be available		

*Note: We always endeavour to reply within 2 hours.

**Implementation of Target Helpdesk comes with 12 months major version protection.

Target Helpdesk Software reserves the right to modify this Policy at any time. Changes made to the Policy become effective upon posting of the modified Policy. It is the User's responsibility to ensure their awareness of any such changes by reviewing the policy online before requesting support.