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# AIMMS

## Description of Support Contract

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AIMMS offers two types of support contracts. The pricing of both types of support contracts can be found at:

<http://www.aimms.com/english/developers/support/support-contracts/>

Prices do not include taxes and are subject to change without further notice. Standard support contracts need to be pre-paid and can be used for a period of up to three years following their date of purchase. Support contracts associated with the purchase of AIMMS' Subscription licenses are valid for one year and unused hours will not roll over to subsequent subscription periods.

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## Support items

The following support items are included in a support contract:

- questions about AIMMS,
- questions about new AIMMS releases,
- modeling questions,
- performance questions,
- basic project setup,
- model modification requests,
- bug-related questions, and
- proposal writing.

In addition to the above support items, AIMMS offers the possibility to include client projects in the AIMMS test database. The setup of a test is a support item, and consists of specifying a straightforward checking mechanism to verify that particular output values are computed correctly. Prior to each new release of AIMMS, AIMMS verifies that all projects in the test set will produce the correct output values. As AIMMS's test capacity is limited, we have a guideline of maximal one hour of runtime for the entire test set belonging to one particular client. You can contact your support representative if you need more runtime.

The following support items are explicitly not included in the support contract:

- all projects,
- visit by an AIMMS specialist,
- workshops, and
- courses in modeling and/or AIMMS.

At the request of a client, support can be provided by an AIMMS specialist on the spot. In that case, all travel and living expenses (including travel time) will be charged.

There is no charge when a bug is reported with an AIMMS project that re produces the bug using the latest AIMMS 4 release. Any other form of bug reporting is viewed as a support item, and is charged accordingly.

## Terms of support

The following terms describe the operation of the AIMMS support desk:

- support through telephone is available from our Dutch office on working days between 9:00 a.m. and 5:30 p.m. (GMT+1), and from our US office on working days between 8:30 a.m. and 4:30 p.m. (PST),
- incoming support requests by e-mail are answered by e-mail,
- the time required for each registered support item is rounded up to its nearest quarter of an hour,
- support is delivered on the basis of first-in-first-out,
- support items are categorized as high, medium, or low, based on severity and urgency,
- response will always be within 16 hours,
- response for high priority support items will be within 2 hours,
- resolution time for high priority support items is as soon as possible,
- resolution time for medium priority support item is within 15 days,
- resolution time for low priority support item is within 30 days.

Despite these safety margins in response time, it is the goal of the support desk to resolve problems as quickly as possible.

For each client support contract there will be an account manager at AIMMS who will be the contact person for the client. In turn, the client will need to appoint a contact person within his organization. The main responsibility of this contact person is to be an intermediary between AIMMS and his organization. In addition to administrative matters, such a contact person determines which persons in his organization are permitted to use the support desk.

AIMMS will register all support items and their status by company name and the name of the person requesting support. Quarterly overviews will be sent by e-mail to the contact person within the client organization. Once 80% of the support contracts has been consumed, the account manager of AIMMS will automatically contact the client. This information will provide the client with sufficient time to purchase another pre-paid support contract. Notification at an earlier stage is also possible.