

## The Carbon Project® Suite of Products

### Software Support and Maintenance Agreement

#### The Carbon Project Support and Maintenance Agreement:

Upon a valid yearly “support and maintenance” contract agreement, representing a small percentage of the cost of The Carbon Project software license, The Carbon Project will deliver the following services:

1. Email assistance (maintenance and support services) provided in English to all The Carbon Project clients accessible from the following addresses:

The Carbon Project products information: [smartbuyinfo@thecarbonproject.com](mailto:smartbuyinfo@thecarbonproject.com)

Support & maintenance issues: [smartbuysupport@thecarbonproject.com](mailto:smartbuysupport@thecarbonproject.com)

2. Protection of your investment in The Carbon Project licenses and technology through ongoing product upgrades and maintenance releases during the period of the support and maintenance agreement.

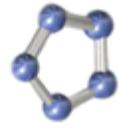
#### The Carbon Project Support and Maintenance Service

The Carbon Project is committed to developing robust and interoperable software products and providing high quality services. The Carbon Project support and maintenance service is designed to keep your products up and running with the highest level reliability and robustness suitable for your operational use. The support and maintenance objectives are to maximize the value of your investments into The Carbon Project technology. The Carbon Project support and maintenance service delivers the following benefits:

- Skilled and responsive assistance during business hours from 9:00 AM to 5:00 PM EST Time;
- Response time within six hours of notification of receipt of deficiency;
- Customer support via email or telephone during typical business hours;
- Web-Based ticketing;
- Software releases with bug fixes;
- Easy access to technical tips and product releases;

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- Free updates of any licensed The Carbon Project product with a valid support & maintenance contract;
- Fast resolution of problems impacting a customer operational geospatial information system or development environment;
- A wealth of useful support information about The Carbon Project technology and software
- Access to latest geo-processing specifications that may impact customer's organization;
- The Carbon Project consulting services, as required, based on time and materials.

## a. E-mail/ phone Assistance

The Carbon Project offers direct access to highly skilled technical support staff for problem resolution, bug reporting, and technical guidance.

Support is provided by email at: [smartbuysupport@thecarbonproject.com](mailto:smartbuysupport@thecarbonproject.com)

Support is provided by phone at: 781-270-0674

Assistance and problem resolution include:

- Thorough problem analysis and responsiveness;
- Ability to place unlimited e-mails/ phone call;
- Prioritization of problems based on severity of problems within six hours of notification of receipt of deficiency;
- Bug tracking system for logging, assigning, tracking, and resolving product deficiencies.

The Carbon Project structured approach for solving critical and time sensitive software issues are important elements of the quality of its service. The Carbon Project provides quick turnaround for resolving software problems. Our rigorous technical and customer support, and practical hands-on experience with The Carbon Project products, also ensures that you will receive a consistent, reliable and knowledgeable response to your questions and problems.

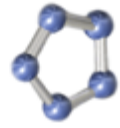
No limits are placed on problem reports. All reports are logged, assigned, tracked, resolved, and then closed only when a proposed solution meets your requirement. All reported problems receive the highest priority according to the impact of problems on your business.

## b. Upgrades and Maintenance

### Software Product Upgrades

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The Carbon Project provides product enhancements and sub-version upgrades at no additional costs for any customer with a valid support and maintenance agreement. Customer can always replace any supported product with the latest sub-version revision of the product.

## Product Maintenance Releases

Maintenance releases are issued periodically to support changes and assist in technical problem resolution. Maintenance releases include bug fixes and are available for free to all customers with a valid support agreement.

## Moving The Carbon Project licenses

You can also benefit from moving, at no cost to your organization, a The Carbon Project license from one computer to another computer within your organization. This facilitates dynamic re-organizations of The Carbon Project deployed licenses where they are mostly needed and used.