

CubeWerx

CubeWerx Suite of Products

Software Support And Maintenance Agreement

CubeWerx Support and Maintenance Agreement:

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

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

CubeWerx products information: smartbuyinfo@thecarbonproject.com

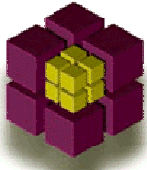
Support & maintenance issues: smartbuysupport@thecarbonproject.com

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

CubeWerx Support and Maintenance Service

CubeWerx is committed to developing robust and interoperable software products and providing high quality services. CubeWerx is making continuous effort to certify its products with the Open Geospatial Consortium (OGC) when such product certifications are available. To date, the following CubeWerx products have been certified by the Open Geospatial Consortium (OGC): CubeSERV Web Map Server (WMS), CubeSERV Web Feature Server (WFS), CubeSERV Web Feature Server transactional (WFS-T), CubeSERV Web Coverage Service (WCS) and CubeWerx Catalogue Server / Web profile (CS/W). See [CubeWerx products certification](#) available on the OGC Web site for more details. Overall, CubeWerx support and maintenance service is designed to keep your CubeWerx products up and running with the highest level reliability and robustness suitable for your operational use. CubeWerx initial support and maintenance objectives are to maximize the value of your investments into CubeWerx technology. CubeWerx 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;



CubeWerx

- Free revisions of any licensed CubeWerx 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 CubeWerx technology including CubeWerx software development plans and schedule of new products;
- Access to latest geo-processing specifications that may impact customer's organization;
- CubeWerx consulting services, as required, based on time and materials.

a. E-mail/ phone Assistance

CubeWerx 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

Support is provided by phone at: 613-447-8304

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.

CubeWerx structured approach for solving critical and time sensitive software issues are important elements of the quality of its service. CubeWerx provides quick turnaround for resolving software problems. Our rigorous technical and customer training, and practical hands-on experience with CubeWerx 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

CubeWerx provides product enhancements and upgrades at no additional costs for any customer with a valid support and maintenance agreement. Customer can always replace any supported CubeWerx product with the latest 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 CubeWerx licenses

You can also benefit from moving, at no costs to your organization, a CubeWerx license from one computer to another computer within your organization. This facilitates dynamic re-organizations of CubeWerx deployed licenses where they are mostly needed and used. An email to smartbuysupport@thecarbonproject.com indicating the current and target MAC addresses is required for moving any CubeWerx license from one computer to another.