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Suite One
Egg Harbor Township, NJ
08234

FTP Suite Support Plan Agreement

FTP Suite Support Plan membership is not activated until you complete and return this agreement.

1. The FTP Suite Support Plan is a fee-based plan whose purpose is to provide additional level of support to professional REALbasic developers using FTP Suite.
2. Plan Specific Policies:
 - FTP Suite Support Plan*
 - Includes up to six (6) Support Incidents in one year.
 - Three (3) US business day response time.
 - FTP Suite Extended Support Plan*
 - Includes up to twelve (12) Support Incidents in one year.
 - 24 hour response during US business hours.
3. Pyramid Design does not provide technical support to any products not released by Pyramid Design.
4. FTP Suite Support Plan fees are final and non-refundable.
5. Pyramid Design reserves the right to terminate a customer's Support Plan membership and refund the unused portion on a pro-rated basis.
6. The FTP Suite Support Plan membership may be transferred to another party only with prior written approval from Pyramid Design.
7. FTP Suite Support Plan membership may be upgraded. At the time of the upgrade, the remaining value of the membership will be calculated on a pro-rated basis. This value will be applied to the purchase of a new membership.
8. Pyramid Design reserves the right to modify the FTP Suite Support Plan policies in writing at any time. The latest version of these policies can be found at <http://ftpsuite.pyramiddesign.us/support.html>.
9. Only the current and immediately previous release of FTP Suite are supported.
10. All Support Incident requests must be made via the Support Plan Incident Form at <http://ftpsuite.pyramiddesign.us/supportincident.html>. Once a valid Support Incident is opened, the

customer will communicate directly with Pyramid Design customer support. FTP Suite Support Plan members will receive a membership code that must be entered every time the Support Plan Incident Form is used.

- 11. Each technical support email that is sent via the Support Plan Incident Form will be considered a separate Support Incident. Assistance can include a solution to a problems, a workaround for a bug, or additional useful information. If Pyramid Design is unable to provide any assistance, the email is not counted as a Support Incident.
- 12. FTP Suite installation questions are not counted as Support Incidents.
- 13. If a customer does not a have a paid FTP Suite Support Plan membership, a membership must be purchased or a single Support Incident must be purchased.
- 14. Pyramid Design will provide assistance with technical FTP Suite issues and will suggest software development strategies. Pyramid Design will not write code for FTP Suite Support Plan members except to provide samples as appropriate.
- 15. The FTP Suite Support Plan is only available in English.

I have read the FTP Suite Support Plan policies and I agree to all of the above terms.

Signature _____

Name _____

Company Name _____

Title _____

Date _____