



**ClassX s.r.l.**

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## **Annual Maintenance Agreement by ClassX: CMA**

### **1. Who needs CMA:**

It's easy to forget how essential technical support services can be; even if you are often able to face the common problems of every day, as soon as you're faced with a deadline for an important project you could require immediate technical assistance and solve your technical and operational doubts with a quick Skype call. Also, keeping your ClassX Software up to date ensures best results.

***When investing in our annual ClassX Maintenance Agreement, you ensure the continued success of your initiatives and your business; you keep up with the latest and most innovative technologies and at the same time get supported by professionals with the highest level of accreditation and knowledge on our products.***

CMA allows you to guarantee constant value over time for your investments in software and technologies.

### **2. Why buy an Annual Maintenance Agreement?**

Our annual Maintenance Agreement is designed to reduce the time and effort required for keeping your software up to date. Thanks to the unlimited technical support available throughout the duration of the CMA, users will get a quick resolution of their problems related to the software.

In short:

- Time reduction in the search for information on updates
- Increase of technical knowledge on products, thanks to the possibility to access the intermediate releases that gradually include new features programmed for final releases
- Updates, drivers and technical information on the best hardware / software configurations
- Support on all licensed ClassX Broadcast software of your installations
- Reduction of software update costs
- Direct access to technical support for 8 hours a day, 5 days a week (Mon-Fri, 9: 00-13: 00 and 15: 00-19: 00) (Excluding National Holidays in Italy and the week including August 15<sup>th</sup>)

### **3. How much does the Annual Maintenance Contract cost?**

We have established a rate of 15% of your installations for a minimum of 12 consecutive months. The cost includes the activation of the CMA for all ClassX Broadcast software regularly owned by the customer. CMA is separated from the hardware warranty, which lasts one year from the date of the invoice for ClassX Turnkey Solutions.

If for any reason you haven't renewed the CMA for a year, the charge for activating CMA on a v6 and following version will be 35%

### **4. All the advantages of CMA**

- Updates for intermediate fixes and releases: all customers who have purchased the CMA will receive all updates for bug-fixes and intermediate releases throughout the validity of the CMA period free of charge
- Version upgrades are included: e.g. for the upgrade from v6.00 to v.7.00 etc
- Customers will be notified via newsletters on their e-mails or via the "ClassX News Channel" channel of Telegram or they can check their ClassX Dashboard Account, in the Key list section, for the availability of new versions to download so that they can immediately take advantage of the new features and improvements
- Unlimited technical support via SKYPE: our Technical Support Team and our engineers have been appropriately trained for answering the most common questions about our software and solve the largest number of problems related to their use in the professional field. The response times of the team will be always very fast. If it is not possible to solve the most difficult problems through SKYPE, every effort will be made to provide an answer within 1 business day
- Each member of the team aims to help you achieve the highest possible levels of customer satisfaction during the period of use;
- Unlimited technical support through Remote Assistance Software (Supremo Control by Nanosystems): with remote assistance, it's like having a ClassX technician in your office, with no travel costs! Through this appropriate software, we will be able to administer, manage, verify settings and installations from our offices directly on your machines
- Unlimited technical support via Email ([support@classx.it](mailto:support@classx.it)): through our Support Team you are in direct contact with the ClassX developers who will be always ready to listen to you to address the most technical problems and solve any bug you want to report. Email is the simplest and most effective system, not just for communicating quickly and accurately, but also to transfer project files to be checked, screenshots or any other information or file that is considered necessary to clarify a report or solve a problem.