



ClassX s.r.l.

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Annual Maintenance Agreement by ClassX: CMA

1. Who needs the CMA:

The ClassX CMA (ClassX Maintenance Agreement) is ideal for professionals who wish to ensure the continued success of their initiatives and activities. It offers access to immediate technical support from qualified experts and regular downloads of ClassX software updates to achieve the best possible results. This service is particularly advantageous for priority projects with tight deadlines, as it offers timely technical assistance to resolve operational problems and concerns and ensures that the software is always up to date with the latest industry news.

2. Why buy an ClassX Maintenance Agreement?

The ClassX Maintenance Agreement is designed to reduce the time and effort required to keep the software up-to-date and, with unlimited technical support available throughout the life of the CMA, users will get quick resolution of their software-related issues.

In short:

- Reduced time searching for update information
- Updates, drivers and technical information on the best hardware/software configurations
- Support on all existing ClassX Broadcast software
- Reduction of software upgrade costs
- Direct access to technical support for 8 hours a day, 5 days a week from Monday to Friday during the hours:
9:00 am – 5:00 pm CET time zone Italy (excluding national holidays in Italy and the week including August 15th).

3. How much does the ClassX Maintenance Agreement cost?

The renewal of the CMA corresponds to 15% of the list value of the licenses held and requires a minimum duration of one year. This cost includes CMA activation for all ClassX software regularly maintained by the customer.

The CMA and hardware warranty for ClassX turnkey solutions are two distinctive elements. The hardware warranty lasts for one year from the invoice date, but only covers the hardware part of the system.

In the event that the CMA is not renewed for one year, the "EX-NOVO" rate of 35% will be applied, instead of the 15% renewal rate.

4. All the advantages of the CMA

- Updates for fixes and intermediate releases: all customers with the active CMA will receive all updates for bug-fixes and intermediate releases free of charge for the entire validity period;
- Upgrades between versions are included: e.g. for upgrade from v.6 to v.8 etc;
- Customers will be notified via newsletter or via Telegram's "ClassX News Channel" or they can check their personal ClassX Dashboard profile, in the "Download" section, for the availability of new versions to download so that they can immediately take advantage of the new features and /or the improvements;
- Unlimited technical support via:
 - **SKYPE:** ClassX Support
 - **Email:** support@classx.it
 - **Telephone:** +39 0587 488128
 - **Remote Assistance Software:** Supremo Control by Nanosystems.

The **Technical Support Team** is highly qualified to answer common questions and solve problems related to the use of ClassX professional software and guarantees fast response times within one working day.

You can send project files, screenshots or any other information needed to fix the problem.

Remote assistance allows you to manage settings and installations directly from the ClassX office, without transfer costs. It's like having a ClassX technician right in your office.

The Support Team is also in direct contact with the developers, so as to be able to report technical problems including reporting any bugs encountered during use.

Reporting errors in the software is very important and the resolution of the error will be prioritized based on the severity of the error.