

## Software Maintenance Agreement (SMA) CyberAudit-Web Enterprise

### General Terms

To be eligible for technical support from Sybis LLC, clients should be aware of, and adhere to, the following terms:

1. Annual support fees are paid directly to Sybis. For all clients that are current on their support fee obligations, Sybis provides technical support for CyberAudit-Web Enterprise software.
2. The annual support fee entitles the client to periodic software upgrades that add new features, capabilities, and accessory support to the CyberAudit-Web Enterprise system. Typically these upgrades have been available 1-2 times per year.
3. Clients must provide a valid and active license number. This requirement assures that telephone support, future software service packs, and major version upgrades are provided only to valid customers.
4. This support program will renew annually on the anniversary of when the software was first procured unless cancelled prior to the term date with 60 days written advance notice by sending an email to support at [sybissolution.com](mailto:sybissolution.com).
5. Should there be a lapse in payment, all past due fees must be paid to restart service.

### Limitations

Clients should be aware of the following limitations regarding support services:

1. The support fee covers up to five (5) support incidents during the year. Issues that involve a software fault will not count against the incident count.
2. Technical support is not a replacement for training. Training is available from Sybis at additional charge when requested. Please consult Sybis in determining the types of training available.
3. Technical support does not cover customizations to existing applications and/or additional development for CyberAudit-Web Enterprise software. Support in these situations can be provided for additional cost.
4. Technical Support is intended for CyberAudit-Web Enterprise software only, and excludes applications that interface with CyberAudit-Web Enterprise software.

### Support Hours

Technical support phone hours are weekdays (Monday through Friday) from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. Pacific Time. All support calls should be directed to (206) 686-8463; all support emails should be sent to support at [sybissolution.com](mailto:sybissolution.com).