



We Create Software To Secure Your Data.

In Motion. At Rest. Always. Anywhere.

## Maintenance and Support Policy

## Table of Contents

Maintenance and Support Policy overview .....	3
• What is it	
• Support eligibility	
• How to request support	
• Software maintenance and upgrades	
Technical Support .....	5
Support Terms and Conditions .....	6
Support Agreement .....	7

## Maintenance and Support Policy overview

- What is it

It's an optional annual service subscription that entitles customers to receive support in case of bugs/malfunction of the software, as well as to install all the updates/upgrades to all minor and major versions released during the subscription coverage period.

*Minor version* – is a release of hot fixes and bug fixes. They are released within the major version on an irregular basis depending on customer reports and internal testing. Sometimes it includes addition to new small features.

*Major version* – is a release of major software changes such as addition of new features, GUI changes, and sometimes, an entire restructure of the software and re-writing the entire code to accommodate planned future changes. Syncplify numerates versions sequentially in the order they are released.

Maintenance and support plan includes email support, documentation, and knowledge base access. When deemed necessary by Syncplify Support Staff, remote assistance support may also be provided. The latter is limited to 3 (three) incidents per year.

*Incident* – is a misbehaving software due to a bug. Important note, misbehaving software due to incorrect parameters setup and/or internal customer's environment limitations or errors is not an incident.

- Support eligibility

Active and current maintenance and support plan entitles customers to support eligibility. Reinstating the support plan past its expiration day will require a payment for all the missed days. It is applicable only during a period when the last major version for which maintenance was paid is available. When a new major version is released, and a customer has an

expired maintenance/support plan, renewal is impossible. In this case, the customer is required to purchase a new license for the most current version.

- [How to request support](#)

Customers with active maintenance and support plans need to log into their dedicated Customer Portal, navigate to the *Licenses* page and request support from within that page. Customers with inactive maintenance and support plans only have access to the manual and knowledge base.

- [Software maintenance and upgrades](#)

The Syncplify team constantly works on its software, to fix bugs and implement improvements. Providing uncompromised security is our utmost aim. Minor releases are being released on an irregular basis. The Syncplify development team doesn't wait to incorporate multiple fixes into one release but releases the fixes as the need for one arises. Minor releases include updates specific to a particular customer who has special conditions.

Major versions are released once every two/three year on average.

## Technical Support

Support requests are handled on a first-come, first-served basis and answered within a 24-hour period.

The main support staff office is located in California, and response hours are based on Pacific Time work hours.

Syncplify California office is open Monday through Friday, 5 AM to 5 PM.

After-hours and weekend support is available when urgent help is necessary. In such cases, both the American and the European offices may provide support. Please note, the urgency is determined by Syncplify staff.

*Urgency level 1 (high)* – software's security is compromised, and loss of customer data is at stake. Business operations and services are down and without Syncplify involvement a solution is not available.

*Urgency level 2 (medium)* – software disrupts or interrupts customer's data flow due to software's configuration. The software is working, and fixes are available without Syncplify involvement.

*Urgency level 3 (low)* – everything else.

Manuals and Knowledge Base are always available and linked in various places, including inside the software and from the Syncplify website. Knowledge Base articles cover many topics from basic Q&A to how to write scripts to customize specific features.

Technical support requests shall always be initiated via the Customer Portal <https://cc.syncplify.com/customerui/login>

Video tutorials are available here: <https://syngo.me/youtube>

The Knowledge Base can be found here: <https://syngo.me/support>

## Support Terms and Conditions

Technical support can only be applied to standard software performance. Technical support does not include migration, implementation/set up, or installation services. For non-software related issues, Syncplify offers Professional Services that are charged on an hourly and prepayment basis.

Technical support is available for the current major release only, unless the previous major version release is under its long-term support plan.

Version	Support Years	Long-term Support Years
1	2014 - 2015	2015 – Dec. 31, 2017
2	2015 - 2016	2016 – Dec. 31, 2018
3	2016 - 2017	2017 – Dec. 31, 2019
4	2017 - 2019	2019 – Dec. 21, 2021
5	2019 - 2022	2022 – Dec. 31, 2024
6	2022 - ongoing	TBD

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Technical support is available for the current major release only, unless the previous major version release is under its long-term support plan.

## Support Agreement

The installation and deployment of Syncplify software implies the agreement to the software's End User License Agreement (EULA) that can be found on our website, deemed as agreement to the terms and conditions described in this manual. The terms and conditions can be changed by Syncplify without notification. The most updated version can always be found on the Syncplify website.

The Syncplify website is the primary source for the most updated information related to major version release, price updates, and other important information. Syncplify suggests its customers follow its Telegram account to the latest news releases.

Telegram <https://t.me/s/SyncplifyReleaseNotes>

Syncplify website is [www.syncplify.me](http://www.syncplify.me)

General email is [info@syncplify.me](mailto:info@syncplify.me)