

RSD - EXTENDED SUPPORT

- Customer continues to use their current installed release/version of the RSD Software during the Extended Support at no additional license fees
- Purchase of Extended Support includes:
 - Continuity in Technical Support of the RSD software
 - Search from our technical knowledge base in response to your request for assistance
 - Access to existing maintenance packs
 - Help in providing solutions and workarounds
 - Provide fixes against severe bugs (critical features of the currently installed release/version that are not working as designed, provided there is no alternative work-around solutions) for your production environment
 - Limitations: Improvements or enhancements to the current installed release/version are out of the scope of the Extended Support; third party or Open Source software are not upgraded during the extended period