

TOPBRAID COMPOSER SUPPORT AND MAINTENANCE (TSM)

TopQuadrant provides Technical Support and Maintenance package (TSM) with TopBraid Composer, which will not only enable you to receive priority technical support, but will also provide you with all minor releases and major upgrade releases throughout the TSM period.

For **perpetual software licenses**, the initial purchase of TopBraid Composer Maestro Edition (TBC-ME) includes one year of TSM. The cost of the initial year of TSM for each license purchase is included in the purchase prices (including volume option pricing) for these products (see <http://www.topquadrant.com/products/purchase/>). The Support and Maintenance Package is available in a one year annually renewable plan (see TSM Renewals below).

For **subscription licenses** of TopBraid Server Products, TSM is included for TopBraid Composer licenses included in the annual subscription.

SERVICES INCLUDED IN TSM

Free Minor & Major Upgrade Versions

You will receive free of charge the option to upgrade to all maintenance releases and major software versions that are released during your Support Period. Updates that you receive cover the specific edition of the product that you have purchased and typically include many additional features.

Maintenance

During the Support Period you may report any software problem or error resulting directly from the operation of the software to TopQuadrant via email at composersupport@topquadrant.com. If TopQuadrant determines that a reported reproducible material error in the software exists and significantly impairs the usability and utility of the software, TopQuadrant agrees to use reasonable commercial efforts to correct or provide a usable work-around solution in an upcoming maintenance release or update, which is made available at certain times at TopQuadrant's sole discretion. TopQuadrant will respond to error reports within 5 business days, US business hours (MO-FR, 9 AM ET – 6 PM ET, US holidays excluded) communicating the determination and workaround, if available.

TopBraid Users' Forum

Users are recommended to join the TopBraid Users' forum mailing list to post questions, discuss best practices and access answers to commonly asked questions, discussions, suggestions of new features, and so on. To subscribe, please go to <https://groups.google.com/forum/#!forum/topbraid-users>. When answering TopBraid Composer forum questions, TopQuadrant gives priority to post from users covered by the support agreement.

SUPPORT PERIOD

The Support & Maintenance package that is currently offered with TopBraid Composer covers the product for a period of one year. The support period begins on the day you purchase the product license or subscription and extends for a period of exactly 12 months. You may only purchase TSM at the time you purchase a product license or when you renew an existing TSM or subscription that includes TSM for an additional one-year period. During the Support Period, you will receive Support and Maintenance services from TopQuadrant as described above

TSM Renewals

For **perpetual software license** customers who have existing TSM in place, you have the opportunity to renew your Support and Maintenance for a period of one year annually. Renewing your TSM will allow you to extend the duration of your support period to receive all minor and major releases at no additional cost during that time. Renewals must be purchased before your current TSM expires and can be ordered up to 90 days in advance. Contact us at sales@topquadrant.com or +1-919.300.7945 to purchase renewal of TSM.

For licenses of TBC-ME included in **subscription licenses** of TopBraid Server Products, Support Services will continue with renewal of the subscription, otherwise they will terminate. If terminated by the Customer before the end of the Subscription Term, no prorated portion of the current annual subscription in effect paid by the Customer will be refunded.