

## triCare Support Agreement

triCerat, Inc. agrees to provide the services described below to triCerat triCare Support Agreement holders. The term of the triCare Agreement is 365 calendar days from the purchase date.

### Services provided under the plan:

triCare is mandatory for the first year and is available for annual renewal. It is a support plan that provides access to our support staff via email, Internet, or toll-free phone number for 365 calendar days. There is no limit to the number of incidents or inquiries that can be opened related to the triCerat software products covered by an active triCare Agreement. The triCare Agreement is tied to an individual triCerat product license code at the time of purchase and can only be used for that specific product license code.

### triCare includes:

- The ability to upgrade software when new versions are made available.
- Access to download links for all triCerat software updates released within the 365 day plan period.
- Access to triCerat's web-based interactive support system.
- Assistance with problems involving the installation or operation of triCerat software.
- New customer training in the operation of the Suite (i.e. object creation & assignment).

### triCare offers the following modes of service:

#### Hours:

Monday through Friday, 8:30AM to 6:00 PM (excluding US national holidays)

#### Email:

All support e-mails will be processed and answered within 24 hours.  
Please send emails to [support@tricerat.com](mailto:support@tricerat.com).

#### Telephone:

*North American Support:* (800)582-5167 or (410) 715-4226 ext 3  
Hours: 8:30am - 6:00pm EST

*EMEA Support:* +44 (0) 1582 638800  
Hours: 8:30am - 6:00pm GMT

*Worldwide Support:* +1(410) 715-4226 ext 3  
Hours: 10:00am - 6:00pm GMT

#### Web:

Web-based interactive support is often available immediately. However, triCerat reserves the right to postpone troubleshooting of non-critical cases as needed (up to 24 hours).

#### After Hours Support:

Extended support, up to and including 24/7, is available for an additional fee via a certified triCerat reseller.

### Term of agreement and refund policy:

The triCare agreement holder may return the triCare agreement at any time and receive a pro-rated refund based on the time remaining in the 365 day agreement term. No refunds for triCare are accepted after the 365 period expires. Product licenses and return policies are covered by the separate triCerat product end-user license agreement.