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SOFTWARE MAINTENANCE SERVICES

Under the terms of this Agreement, the Licensor offers to provide the Licensee with Software Maintenance Services for the term of the license for term licenses or for a yearly fee for perpetual licenses. During any paid Software Maintenance Services term, if applicable, Licensor shall provide:

- (1) Telephone Support: Between the hours of 9:00 a.m. and 5:00 p.m. EST, Monday through Friday excluding Licensor's holidays.
- (2) Correction of Software Errors/Bugs: The Licensee shall submit error/bug reports to the Licensor that contain a detailed description of the nature of the error, the conditions under which it occurs and other relevant data sufficient to enable the Licensor to reproduce a reported error/bug in order to verify its existence and diagnose its cause. Upon completion of error/bug diagnosis, the Licensor shall exert reasonable efforts to provide the Licensee with an avoidance procedure, bypass, work-around, patch or hot-fix to correct or eliminate the reported error/bug condition.
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