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## 1. SERVICES.

### a. Technical Support.

- i. Technical support shall be provided for Products under valid End-User license agreement ("EULA").
- ii. Technical support can be provided by telephone (2 hour response time during regular business hours), via the support Web page (4 hour response time during regular business hours), via the newsgroup or the FAQ in the support area of Objectif Lune's Web site.
- iii. Technical Support includes assistance and guidance on: installation, setup, configuration, software usage, unexpected behaviour for documented features and error messages.
- iv. Objectif Lune shall not be required to provide technical support relating to problems arising out of: (i) Licensee's use of the Products in a manner for which they were not designed; (ii) Licensee's or third party's negligence, misuse, adaptation or modification of the Products; (iii) Versions of Products other than the most recent version or one earlier version, unless said Products are no longer listed on Objectif Lune's web site as supported Products; (iv) Fortuitous causes, improper office conditions, force majeure or catastrophes.
- v. Licensee is responsible for its hardware, operating systems, network setup and maintenance, and use of any file access control systems.
- vi. Objectif Lune may offer consulting services to help resolve issues falling outside the scope of technical support. Any consulting services shall be provided under a separate agreement and shall be subject to Objectif Lune then-current consulting fees. Such services include the development and/or modifications to documents, customization, configuration and/or programming pertaining to the Products.

**b. Product Updates.** OL Care includes free maintenance releases and updates - minor releases - of the Products available through Objectif Lune's web site: [www.objectiflune.com](http://www.objectiflune.com). All updates provided, including documentation and program materials, are subject to their respective EULA. Notification of the releases will be available through the online update manager.

**c. Product Upgrades.** OL Care includes free upgrades - major releases - of registered Products. If the Products have not been registered at the time of release, the upgrade will be provided upon request, after registration. All upgrades provided, including documentation and program materials, are subject to their respective EULA.

**d. Hardware Key.** OL Care provides access to exchange damaged or broken hardware key when required for supported version. Broken or damaged hardware keys shall be shipped back to Objectif Lune before replacement can be sent, and a replacement fee will be charged. For more information, contact your local Objectif Lune Customer Care department.

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**5. ADDITIONS.** Any services added to OL Care by written notice to the licensee will be governed by the terms of OL Care.

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