

ABTO Software VoIP SIP SDK Support Agreement



1. SCOPE

This Agreement is between ABTO Software and the Customer who purchased the Software license as offered by ABTO Software and contacted ABTO Software with a request for support services.

2. DEFINITIONS

Licensor: ABTO Software.

Software Product: VoIP SIP
SDK.

Website:

www.voipsipsdk.com

Support E-mail: support@voipsipsdk.com

Customer: the person or the company on whose behalf the person is entering into Support Agreement;

Software Development Kit: the software programs and files needed to integrate the VoIP SIP SDK with Application Programs, including documentation, examples, files, declarations, source code, utility programs, and libraries;

Support Fee - a payment made to cover ongoing services like technical assistance, maintenance, and updates, ensuring Software Product remains current and secure.

Support Services - professional solutions developed by the Licensor and paid for fully in advance by the Customer, which help the Customer manage, maintain, and protect their technology systems by providing technical assistance, troubleshooting, and ensuring the smooth operation of the Software Product.

Redistributable Software: the following software programs and files included with the Software Development Kit;

Application Programs: one or more software programs created by the Licensee which use the VoIP SIP SDK;

Bug: a problem that causes a software program to produce invalid output or to crash;

Updates: the improvements, patches, error corrections and enhancements that are provided by ABTO Software to Customers who purchased support services;

Commencement Date: the date that the license keys were first issued by ABTO Software;

Renewal Date: the annual anniversary of the Commencement Date.

3. SUPPORT SERVICES

After the payment of the Support Fee, which will be calculated and invoiced individually for each Customer request, ABTO Software will provide the Support Services to the Customer upon these support terms or services for the period for which that payment relates.

The Customer will have access to an automated ticket service through which support requests are logged and ticket (ID) issued. This service can be reached at <http://voipsipsdk.com/ostform>.

After the payment of the Support Fee, which will be calculated and invoiced individually for each Customer request, ABTO Software will provide the Support Services to the Customer upon these support terms or services for the period for which that payment relates.

ABTO Software will undertake all reasonable efforts to provide technical assistance under this Agreement and to fix or provide solutions under each Customer's request that was fully paid within the time limits to be determined by ABTO Software and communicated to the Customer. The deadline for submitting the results of the services provided shall be agreed upon by the parties prior to the commencement of such services by means of an exchange of letters (e-mails). However, ABTO Software does not guarantee that the problems will be solved or that any item will be error-free.

If the Customer agrees to the terms of service and price, ABTO Software will issue an invoice that must be paid in full by the Customer.

After payment of the full amount by the Customer ABTO Software will start work on the Client's order.

4. WARRANTY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ABTO SOFTWARE DISCLAIM ALL WARRANTIES AND CONDITIONS, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND TITLE AND NON-INFRINGEMENT, WITH REGARD TO THE SOFTWARE AND SERVICES, ABTO SOFTWARE DO NOT GUARANTEE THAT THE OPERATION OF THE SOFTWARE OR ANY OTHER CODE WILL BE UNINTERRUPTED OR ERROR-FREE, AND CUSTOMER ACKNOWLEDGE THAT IT IS NOT TECHNICALLY PRACTICABLE FOR US TO DO SO. EXCEPT AS PROVIDED ABOVE, THE SERVICES AND MAINTENANCE ARE PROVIDED "AS IS".