



Stenograph Software Support Agreement Terms and Conditions

Pricing and Fees

- Renewal prices are available on current active agreements and include a \$100 discount off of the regular full list price. Any contract renewed after the expiration date will be subject to any applicable reinstatement and/or reactivation fees.
- Prices are stated in U.S. dollars and are subject to any local taxes, duties or fees.
- Any applicable discounts or rebates will only be honored within the stated time frame and/or if eligibility requirements are met. No refunds or price adjustments on prior purchases.
- Published prices are subject to change without notice.
- Your canceled check, credit card billing or paid invoice statement indicates acceptance by Stenograph, L.L.C.
- Software support plans are non-refundable and non-transferable.

Hours and Scope of Coverage

- Business Hour Support is available Monday – Friday 7am - 8pm Central Time, and BCS emergency coverage is 24 hours a day, 7 days a week, excluding company holidays
- Case CATalyst 24-Hour support is available 24 hours a day, seven days a week, excluding company holidays. Calls taken after normal support business hours are handled through a paging system and require a call back to the customer.
- “Per Incident” Calls: Available anytime, excluding company holidays, for supported versions of Case CATalyst, CATalyst VP and CATalyst BCS (Price will vary depending on time of day and contract status. Licensed user must be on current or the last version). Case CATalyst customers with active Support Agreements may call during non-contract hours and pay a reduced “per incident” fee.
- An active support agreement is required to receive software updates from Stenograph.
- No technical support will be given to non-licensed users.
- In an effort to maintain a level of quality support and to ensure fair and equal access for all customers, Stenograph reserves the right to limit support services, convert a Support Agreement to a fee per call basis, or require additional support coverage if the customer uses the service in an irregular, excessive, abusive or fraudulent manner. Examples of such use include but are not limited to a high number of support requests that concern previously resolved issues and/or general usability, repeated posing of questions to which the answer is readily found in available product documentation, or discussion of issues that are not related to technical support.

Support Agreement Benefits

- Telephone and Live Chat support during the times indicated above
- Reduced “Per Incident” pricing outside of stated hours
- Three temporary access codes issued per year
- Free software updates when available with an active support plan
- Free access to online Help Desk
- Free exchange of defective Case CATalyst security device, if needed
- Lost or stolen security devices are not covered
- Reduced price for replacement security device Button Holder