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C Tech's Technical Support and Software Policy

The following document provides a summary of our policies and procedures related to obtaining technical support and the limitations of that support. The purpose of this policy is to help streamline the end-user's support experience and to ensure that organizations with current software licenses understand how we strive to protect their proprietary information and make everyone aware of our limitations of liability. This document is not intended to supplant our formal End User License Agreement, the most current version of which is available here or by request from sales@ctech.com.

Technical support is only intended to clarify the operation of our software and assist an end-user with learning how to best use our software. Because of liability concerns for both C Tech and your organization, it cannot include project or consulting efforts which require receiving and/or working with customer data.

- **Technical Support Request Procedure**
  - Initial support requests should begin by sending an email to support@ctech.com. Multiple employees have access to C Tech's Support Inbox, and we want the most qualified person to respond as quickly as possible. *By following the suggestions below, you will speed up the resolution of your issue.*
    - Your email address must be a company domain (e.g. jane@acme.com vs. bob@gmail.com) so we can verify that your organization has an active license.
    - Always include a signature in your email which has your full name, organization name and the best phone number(s) to reach you. If we can't identify you as a qualified end-user, responding to your email will receive a much lower priority.
    - Make the Subject as clear as possible regarding the basic issue or problem you're having.
      - Do not reply to old support requests when raising a new issue. If the subject of your email is not relevant to your request, our reply and resolution will be delayed.
      - Provide a detailed description of your issue including:
        - Provide a list of modules suspected in the issue.
        - Figures of screenshots to clarify your actions which led to the problem.
      - If the issue is specific to your application, send a screenshot. However, if your application is so large that we cannot clearly read module names, don't bother.
      - Please include the specific version of software you are using.
        - Note that upgrading to the current version may be required to diagnose and resolve your issue.
    - DO NOT INCLUDE YOUR DATA FILES OR APPLICATION without a written request from us.
      - If your data is proprietary and/or litigation work product, DO NOT PROVIDE IT TO C TECH as part of a technical support request.
      - WE ACCEPT NO RESPONSIBILITY for proprietary data disclosed to us without a mutually executed Non-Disclosure Agreement, and we will not examine or work with that data without a Consulting Contract.
  - Customers may call C Tech at the above phone number for technical assistance, but please be aware that we have highly qualified personnel spanning all U.S. time zones and Europe and the

phone rings at only one location which may not be open at the time of your call and may not reach the best support personnel. Email is always the best initial contact method. We find that a phone call is the best solution when your issue requires several cycles of questions and answers. We're usually the best judge of that.

- **Limitations of Technical Support**
    - Software Version Restrictions: C Tech restricts Technical Support to the use of the two most recent major versions released.
        - C Tech uses a version numbering system which is year and month of release. Major versions always end in ".0", but C Tech strongly advises customers to upgrade to the latest minor version because these always address an identified software bug. 2024.3.0 would be a major release whereas 2024.3.1 would be a minor release.
        - In no case can we support software versions more than two years old.
        - **Note: Customers should be aware of the documented flaws or limitations of any non-current software release and accept all responsibility for any problems which may ensue.**
    - Many limitations have been disclosed related to the support request procedures above, but it is important that our customers and their employees understand these restrictions.
    - Technical Support is limited to "How-To" questions rather than project assistance.
        - If your issue is likely related to a data format or content problem, do not send more than the first few lines (including headers) of your file without our written permission.
        - NEVER send us data that would disclose sensitive or privileged information without a mutually executed Non-Disclosure Agreement. Also, please be aware that we will not examine or work with that data without an executed Consulting Contract.
        - Please understand that we have learned from experience that disclosures of sensitive data can have serious implications if your project is ever involved in litigation.
    - Technical support explicitly excludes examining or assisting with Python scripting both for application control and within those modules which require it for their operation (e.g., *scripted sequence, node computation,* etc.). Do not send us these files, especially if they might disclose any sensitive information.
- **Confidentiality and Conflicts of Interest**
    - C Tech's response to technical support requests does not constitute a consulting agreement or confidentiality agreement.
    - By submitting a technical support request or entering into a consulting agreement with C Tech, Customer must acknowledge the possibility that C Tech's existing or future customers may have disputes with Customer or their Clients, and C Tech will not have a mechanism to identify such a conflict.
    - The customer acknowledges that without further notice, C Tech will continue to provide technical support to its existing and future customers as described in C Tech's Earth Science Software End User License Agreement and this document.
- **Consulting Assistance**
    - Issues or assistance you may require which is subject to the limitations of technical support can be handled quickly and affordably with a Consulting Contract.
    - This process always begins with disclosure of your customer and site information so that C Tech can first identify any potential conflicts of interest.
        - If no conflicts exist, the next steps are execution of an NDA.
    - C Tech can offer most consulting projects on a *Firm Fixed Price* basis following a small effort to inspect your data and establish the Statement of Work.