iMaxsoft Corporate Basic Annual Support Policy

Service Request Response Time

In general, iMaxsoft offers a service request response time depending on the severity of the issue. iMaxsoft will respond to service requests with a resolution or workaround within the timeframe according to severity of the issue.

Severe: 4-8 hours
Critical: 2-5 days
Low: 1-2 months

Limited Services and Support

Standard hours for support are between 8:00 am to 5:00 pm Pacific Standard Time excluding national US holidays.

Basic annual support offers up to 20 working hours per month that cannot be carried over. Any services that require additional time or resources will be charged at a normal service fee of $200 per hour.

Support Coverage

iMaxsoft support covers all defects found within iMaxsoft Products. iMaxsoft does not assume any responsibility for support if a defect is not associated with iMaxsoft Products.

In the case a service request is not an iMaxsoft product defect, iMaxsoft will charge a service fee of $200 per hour for the time spent on investigating or resolving the issue. The same fee applies to a customer request to provide support for a non-product related issue.

How to Submit a Service Request

Please submit all service requests in the following format to support@imaxsoft.com.

Submitter's name and contact info:

Company:

Date:

What is the severity of the problem?   Severe   Critical   Low

Short description of the problem:

Describe the symptoms you are encountering:

What is your OS environment?
HP-UX   MPE   UNIX   Linux   Solaris   Windows

What is your Database environment?
Oracle   DB2   IMAGE   Eloquence   SQL Server   Other

Detailed description of the problem:

Can this problem be duplicated?   Yes   No

Please provide step by step instructions to replicate the problem:

Please provide or attach any relevant files or documents to this problem such as trace files, debug files, core dumps, sample code, etc.