



ABBYY USA General SMUA program for ABBYY Products

Definitions

SMUA – Support, Maintenance and Upgrade Assurance.

Application – Shall mean the ABBYY Product which the ABBYY Customer has purchased.

User – Shall mean the end user or entity which has purchased the Application.

Benefits of SMUA

- Update and upgrade within the valid term of SMUA.
- Next version upgrade to any new version of the Application released during SMUA period and as specified below.
- ABBYY Newsletter subscription.
- Price protection (locks in annual SMUA fees, during term of SMUA period including renewals).
- Access to pre-recorded training and usage scenario videos when available.

SMUA Fees

SMUA fees are mandatory for the Application's use. Payment for renewal period shall be due on the anniversary date of original purchase.

NOTE: A valid e-mail address is required to subscribe to SMUA program. Notification of updates and upgrades will be offered only through the provided e-mail address.

Technical Support shall be provided from ABBYY USA for the Application that was purchased as long as SMUA fees are in good standing.

The following support features are covered under SMUA

Basic Technical Support (BTS)

- Explanation of features and general application support.
- Answers to questions about installation, activation, usage, etc.
- Simple issues included in user manual and/or FAQ, workarounds for known bugs, recommendations on the scanning.

Extended Technical Support

- Special 800 number (866-463-7689) **NA number only.
- Special SMUA Support email address: smsupport@abbyyusa.com.
- Support on complex cases where ABBYY USA Support team will review User's sample images and make recommendations for best possible results.
- Access to pre-recorded training and usage scenario videos.

Professional Services ("PS") fee will be billed at a per-man day rate of \$1,600.00, which excludes any task or project that is scheduled to take longer than 15 business days. For any project that would be scheduled to take longer than 15 business days, a project fee will be assessed. Such Projects will require an agreed upon Statement of Works and fee schedule and will be handled on a case-by-case basis. Please note that the "PS" minimum is one man/day.

Disclaimer

- ABBYY USA reserves the right to modify its SMUA policy without prior notice.
- Support coverage is applicable on the Application original purchase date from ABBYY, with renewal on the anniversary date of the original purchase date.
- SMUA fees represent 30% of the list price of the ABBYY product.
- SMUA fees are guaranteed from price change only during the first paid term. Subsequent renewals may be subject to price changes if ABBYY product price increases.
- A prepaid SMUA plan can be purchased for up to a three-year term basis.
- It is the User's responsibility to maintain active coverage in their support plan and for requesting updates and/or upgrades.
- No reinstatement option is available for FineReader Professional/Corporate products.
- Updates are also available upon request from smsupport@abbyyusa.com or from ABBYY Partner web site (currently under construction).
- ABBYY will do its best to notify User through provided valid e-mail address of a new major release availability within 30 days of each major release.
- If SMUA was purchased from an ABBYY Partner, then all renewals and notification of renewals are the responsibility of the ABBYY Partner. For any renewals that are closed within 90 days after the due date, ABBYY reserves the right to collect directly from end customer.