

## Prosol Group (Pty) Ltd t/a Pro Solutions ['Prosol'] Product Support Policy

Prosol is committed to providing quality products, backed by excellent service. Our support policies include:

### Technical Support

Telephone Technical Support is available for users of Prosol products with the purchase of an Annual Software Maintenance Agreement. Hours of operation are Monday through Friday from 8:00 a.m. to 5:00 p.m. (UTC+02:00) Harare, Pretoria.

Technical support is also available on a 7 x 24 basis via e-mail to [support@prosol.co.za](mailto:support@prosol.co.za) Please allow 24 hours for e-mail responses.

### Documentation

An electronic (pdf) copy of the product manual ships with our products.

### Training

Training is available from Prosol or several of Prosol's training partners. Please contact Prosol or the desired training partner for current price and schedules.

### Software Upgrades

Prosol provides major and minor software releases. Major releases are designated by the change of the number to the left of the decimal point in the release version number and incorporate significant new functionality for the software. Minor releases are designated by the number to the right of the decimal point in the version number and incorporate bug fixes and minor enhancements to the software.

### Annual Software Maintenance Agreement

Customers may purchase a software maintenance agreement for 20% of the then current list price for the software included under the agreement. This entitles the customer to Telephone Technical Support plus all major and minor software releases during the period of the agreement.

