



A team of *highly skilled* software professionals, including *experts* in scientific visualization, mathematics and statistics, are *waiting to assist you.*



Visual Numerics' PV-WAVE Product Family Technical Support is designed to meet the demands placed on developers of large, complex, often mission critical, applications.

Our goal is to ensure that developers have the tools and assistance to create and maintain the high quality applications that organizations set out to build. Whether the required services involve personalized consulting, additional training or closer contact with Visual Numerics' expert developers, our extended support programs provide expertise and on-going assistance to create and/or maintain applications that provide a high return on your investment.

The broad range of PV-WAVE Support Programs include:

PV-WAVE Electronic Support Services

Visual Numerics provides basic support tools, free of charge, to all PV-WAVE users. These tools allow customers to get answers to questions by querying the appropriate Tips Database or by communicating directly with other users through the use of the PV-WAVE email lists. These support tools include:

- Access to the PV-WAVE Tips database
- PV-WAVE, JWAVE, TS-WAVE E-mail lists
- Access to our Technical Support Home Page
- User Library code (provided on CD)
- Documentation provided electronically on CD

PV-WAVE Standard Support (Software update Subscription Service SUSS)

This program is Visual Numerics' basic level of support. Users receive product updates and have access to technical support engineers during normal business hours. In addition to the items included in the Electronic Support Plan, the Standard Support Plan includes the following:

- Free updates to the purchased product while on the support plan. This includes bug fixes, patches and new product releases.*
- Flexible license transfer policy
- Access to technical support specialists Monday through Friday, 8:00 am-5:00 pm Mountain Time (except holidays). Please refer to the Software Update and Subscription Services terms for more information.
- Unlimited number of support contacts per site
- Standard support procedures include:
 - Assistance with general product usage questions
 - Problem escalation based on a combination of first come first serve and the severity with which the problem affects the user
 - Bug fixes and enhancements will be queued for consideration in future releases

* Since 1970, Visual Numerics has offered all major product releases on support free of charge as part of its standard support policy though the company reserves the right to modify this policy based upon business demands.

PV-WAVE Educational Support Services – Annual Campus/ Department Wide Licensing

Note: Available to educational institutions only.

The PV-WAVE Educational Support Program has the same privileges as the Standard Support Program except as described below.

- Unlimited usage of the current and down level releases of our products during the one-year term
- Students have the option to purchase unsupported versions of PV-WAVE Advantage for the PC for \$99 each with appropriate student ID
- One set of hard copy documentation is provided with each product release when hardy copy documentation is produced
- One key contact, identified by the University, has access to Visual Numerics' Technical Support

Note: Available to North American customers only.

The goal of the Premium Support plan is to help new users get off the ground quickly, speed up the development cycle and provide experienced users with the additional consulting, training and support needed to build and maintain complex, mission critical applications. In addition to the items included in the Standard Support Plan, the Premium Support Plan includes the following services.

Specialized Consulting** and Training

Five days (5) of Consulting or five (5) seats in a Training class annually or some combination thereof. Consulting may include a wide range of services such as:

- Personalized consulting
- Application development assistance
- Application evaluation and tuning
- Installation and upgrade services
- Product enhancements

Note: The above consulting or training benefits must be used on an annual basis and can not be carried over to the following year.

Technical Support

- Direct contact with a designated technical support engineer assigned to work with your organization
- A special invitation to an annual meeting with other elite users, product managers, and engineers
- Product change and enhancement requests receive "high" consideration for the next release in the product cycle
- Support calls entered at the top of the queue will follow the PV-WAVE Premium Support Escalation Plan. For specific details, please contact us.

With these support programs, Visual Numerics will continue to provide the world-class support that its customers have enjoyed for decades.

"When we call for assistance, they quickly provide the knowledge and expertise we need to move forward. That's critical when working under tight deadlines, as I usually am. Furthermore, the software's online documentation is excellent. Most questions are easily answered without leaving my desk."

Jean Timmerman – Air Resources Specialist,
San Diego County Air Pollution Control District

Visual Numerics®

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** All consulting projects require a Signed Consulting Engagement Agreement with Visual Numerics Consulting Services. This will include a process to develop agreed upon work specifications with defined deliverables and timelines. Should requests for Consulting require significant changes to the core technology of the product, Visual Numerics reserves the right to make decisions on the request based upon future product plans and timing.

Visual Numerics has Offices Worldwide

USA • UK • France • Germany • Mexico • Japan • Korea • Taiwan

For contact information, please visit www.vni.com