

PDFTRON MAINTENANCE AND SUPPORT FACTSHEET

At PDFTron, we understand that good technical support is as important to our customers as our products themselves. Our Technical Support Team consists of the same developers that build our products, work on new features and fix the bugs, ensuring that our customers receive accurate and to-the-point answers to their questions or problems.

Technical support is provided to all PDFTron licensees. Priority technical support as well as regular maintenance updates are available to PDFTron licensees with a valid Annual Maintenance Subscription (**AMS**).

The AMS includes:

- (i) **Technical support** provided via email (support@pdftron.com) and via the Problem Report online form (<https://www.pdftron.com/form/report-bug>), with qualified personnel to answer questions and provide assistance. In urgent cases, telephone support is also available. Technical support specifically covers the following items or issues:
 - **Installation of PDFTron products**
Provided you are using one of our installers, the operating system and service pack are listed as supported and the installation defaults are selected, our Technical Support team will assist you in getting started.
 - **Bug determination**
PDFTron takes problem reports seriously and channels them to our development team right away. Our support team will provide you with a fix or workaround, or let you know which version of the product the problem will be corrected in.
 - **Troubleshooting**
Provided the issue can be traced back to using a PDFTron product and any other pertinent guidelines have been followed, our Technical Support Team can review your code to help you resolve your problem.
 - **Algorithmic recommendations using PDFTron products to develop a solution**
Our support engineers will provide you with the "how to" that explains the best way to use PDFTron products.
 - **Explanation of how PDFTron product properties and methods are used**
 - **Sample-code examples that assist with developing a solution**
 - **Enhancement and feature requests**
At PDFTron, we are committed to providing the best PDF products on the market and take all enhancement and new functionality requests seriously. You can submit your request via the Feature Request form (<https://www.pdftron.com/form/feature-request>). We will notify you which update or new version the enhancement or new feature will be made available in.
- (ii) **All minor and major version releases of the Software released during the AMS period.** Maintenance updates are released generally every four months with new features as well as enhancements to current functionality. Any obligation that PDFTron may have to support the previous version of the Software will end six (6) months after the availability of an update, or after a reasonable period sufficient to allow implementing the newest release.
- (iii) **Corrections, fixes and workarounds** to resolve verifiable and reproducible failures of the Software to conform in any material respect to the Documentation ("Error");

Support Time Guidelines:

PDFTron provides maintenance and support Monday through Friday, between the hours of 9:00am to 5:30pm PST (Pacific Standard Time), excluding statutory holidays.

PDFTron usually gets to work on any questions or issues submitted right away. PDFTron also uses the following Error severity classification to prioritize and correct verifiable and reproducible Errors:

- (i) **Priority 1:** an Error which causes a system crash under normal usage.
PDFTron will within two working days of verifying that such an Error is present, initiate work in a diligent manner toward development of an Error Correction.
- (ii) **Priority 2:** an Error which causes a crash of the Software under normal usage.
PDFTron will within five working days of verifying that such an Error is present, initiate work in a diligent manner toward development of an Error Correction.
- (iii) **Priority 3:** other Errors.
PDFTron will in the normal course of its general maintenance cycle of the Software, initiate work in a diligent manner toward development of an Error Correction.

Following the correction of an Error (the "Error Correction"), PDFTron provides the Error Correction through a 'temporary fix' consisting of sufficient programming and operating instructions to implement the Error Correction. PDFTron also include all Error Corrections in all subsequent updates of the Software.

Additional Support Resources:

Additionally, PDFTron provides in-depth developer support and resources directly through the PDFTron website and forum, including a knowledgebase with FAQ and sample code for ease of integration.

Before contacting PDFTron's support team and submitting a support request, please check to see if your question or the problem you encountered has not already been addressed either in the relevant Documentation, FAQ, or Developer Forum.

What Is Not Included?

Please note that support services, including AMS subscriptions, do not include the following requests:

- any support that is not related to a suspected product defect
- programming support or extensive code reviews
- help analyzing or restoring corrupted PDF files
- writing custom code or consulting

If you require additional support services, please contact a PDFTron representative at support@pdftron.com for a quote or visit our Professional Services webpage (<https://www.pdftron.com/form/professional-services>) for more information.

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