

Ekiwi LLC

Support contract terms and conditions

Definitions

- Client: Licensee of screen-scrapers Enterprise Edition
- Ekiwi: ekiwi, LLC, a company at 742 North 500 West, Suite 101, Provo, UT 84601-1480.
- Screen-scrapers: Software created and distributed by ekiwi which can be found at www.screen-scrapers.com. The Enterprise Edition of screen-scrapers is subject to the terms of the end user license agreement.

Overview

This support contract is an agreement describing the terms and conditions of support (above and beyond the online support forum) that ekiwi already offers. The support is limited to the items detailed in the contract, and anything not specifically included in this contract is outside of the support being offered.

Scope

This contract will be in effect until the maximum number of support hours is reached (described below). This support contract is designed to aid the client by the following methods of support:

- Support Forum: <http://www.screen-scrapers.com/forum/phpBB2/>
 - This is a public forum. All inquiries posted on this forum are reviewed to ensure a proper response is made.
- Email: Support requests sent via email may contain attachment illustrating the precise issue.
 - Requests should be sent to: support@screen-scrapers.com
- Telephone: 800-672-0113 ext. 3 during ekiwi office hours.
- Response: All support requests will be responded to within 1 business day
 - First response will confirm receipt of request, request any clarification, and offer an ETA (if available).

Limitations

The support contract excludes all of the following:

- After-hours support: Ekiwi office hours are 8:30 AM to 5:30 PM Mountain Time on Monday through Friday. The office is closed for national holidays.
- On-site support: All support requests are to be handled remotely via email, telephone, and screen-sharing software.
- Development: This support contract does not allow for the creation of any scraping session, scripts, or web-application. Ekiwi personnel can review and offer feedback and/or corrections to such things which were created by the client.
- 3rd party applications: Any custom web-application or database that is interacting with screen-scrapers is deemed a 3rd party application, and cannot be supported.

Fees & Billing

Client is entitled to up to 15 hours of support at no cost as per this contract. Support requests beyond the initial 15 hours will be charged at an hourly rate of \$150, with charges calculated with ½ hour increments. Time spent in initial examination will be logged, and an ETA for solution will be provided when one is available.