



mPower Maintenance and Support

Annual Software Maintenance - mPower annual software maintenance is for each mPower product that you purchase. Maintenance includes Updates and Upgrades of the Software and up to 8 hours of Installation on one system for each new release of a product. We do not include upgrades to your other software, OS etc., but will notify you of any known components that need to be updated for the new software version to operate. Updating your customizations and optimizations along with connections to other sources are not included with the installation but we will be glad to schedule a time to assist you for support.

Software and System Support - mPower offers support on an "as needed" basis. Our technicians will gladly assist you in building customization, optimizing your system, lending guidance for an operation, troubleshooting your data etc. for a charge. We also troubleshoot mPower software errors and operational issues. If the issues require a fix or update to our software, there will not be a charge.

mPower tracks and documents all support and services through our TimeTracker system. We run reports towards the end of each month for billing purposes.

To ensure that you receive the most efficient support,

email:

support@mpowerinnovations.com

or log a support via our website:

<https://www.mpowerinnovations.com/log-a-support-ticket1.html>.

Please make sure to include your name, company name, phone number and a description of the problem, question or request. Your submittal is logged into our Helpdesk and a ticket will be assigned and tracked.