

Annual technical support and maintenance fee

March 2019

In keeping with industry convention, AeroScientific has in place an annual technical support and maintenance fee for the Aviatrix flight management system, which includes all software and hardware components purchased from AeroScientific.

The fee covers the following:

- **Telephone technical support**

Call us 24/7. If we're around we'll answer the call; if it's out of office hours, leave a message and we'll return the call as soon as possible. Sometimes we can answer tech support questions on the spot; other times we might have to get back to you. We always try to get to a solution to any question within seven days.

- **Email technical support**

Email us at info@aerosci.info. We'll direct your email to the team member most likely to be able to help with your question. Again, we always try to get to a solution to any question within seven days.

- **Remote login for technical support**

Sometimes the quickest way to solve an issue or answer a question is for us to remotely log in to your computer. We'll discuss this with you before we do it, and arrange a suitable time so that you can watch what we do.

- **Software updates**

We are continually working on our software products. Most of the time we're making the software more efficient, or addressing hardware compatibility issues. Sometimes we add new features because we want the software to be better. The annual technical support fee means that you get updates whenever they are released.

- **Moving licences between computers**

Our software licences are tied to the computers on which the software is installed. Moving licences to a new computer requires uninstallation of the licence, then reinstallation of the new licence. The technical support fee covers the costs of moving licences as many times as you like.

- **Bug fixes**

It's rare, but sometimes a bug slips through and makes it to software released to our clients. As soon as we find out about a bug we fix it and send out a new software release straight away.

- **Replacement hardware in the event of a hardware failure**

Sometimes hardware fails. If it does, we'll replace it free of charge, assuming that the failure wasn't due to mistreatment or misuse. Hardware covered under this policy is currently limited to the AeroScientific trigger box, and the AeroScientific FlightCube.

- **Assistance with using the software**

Even though our software is easy to use, we'll give you as much assistance as we can to get you up and running. This could include telephone and email advice, or online demonstrations.

- **Assistance with analysing data produced by the software**

Sometimes clients need help and advice with the data produced by the system. Again, we can help with this: we have a lot of experience in this field and can usually answer most questions straight away.

- **General aerial survey advice**

We work with a lot of different manufacturers and aerial surveyor operators, putting us in a unique position to provide advice about a range of aerial survey related issues, including, but not limited to: aircraft choice, camera pods and mounts, flying survey operations, mission planning, business development, and so on.

The annual cost varies depending on which software products have been purchased. The client will be billed annually on the anniversary of the purchase date of the software.