

CELLULAR EXPERT™ SOFTWARE MAINTENANCE TERMS

1. CELLULAR EXPERT SOFTWARE LIFECYCLE PHASES

Cellular Expert Software Lifecycle is a progression of life cycle phases starting with the initial release of a software product and ending with the retirement of that version of the product. Each phase of the life cycle includes specific, but different, technical and software support.

Cellular Expert software is available on ESRI® ArcMap® application only.

The following tables represent Cellular Expert software versions' phases and duration of these phases, the last supported ArcMap version for that release and already retired Cellular Expert software versions.

Cellular Expert Software Lifecycle Phases table

Version	Release Date	General Availability	Extended Support	Retired	Last supported ArcMAP version
4.8	July, 2020	Jul 2020 – Feb 2022	Mar 2022 – Mar 2023	April 01, 2023	10.8.1
4.7	October, 2019	Oct 2019 – Feb 2021	Mar 2021 – Oct 2022	November 01, 2022	10.7.x
4.6	November, 2018	Nov 2018 – Dec 2019	Jan 2020 – Dec 2021	January 01, 2022	10.6.x
4.5.3	July, 2018	Jul 2018 – Jul 2019	Aug 2019 – Dec 2020	January 01, 2021	10.6.x
4.5.2	June, 2018	Jun 2018 – Jul 2019	Aug 2019 – Dec 2020	January 01, 2021	10.6.x
4.5.1	June, 2018	Jun 2018 – Jul 2019	Aug 2019 – Dec 2020	January 01, 2021	10.6.x
4.5	April, 2018	Apr 2018 – Jul 2019	Aug 2019 – Dec 2020	January 01, 2021	10.6.x

Retired Cellular Expert versions' table:

Retired Versions												
4.4.4	4.4.3	4.4.2	4.4.1	4.4	4.3.2	4.3.1	4.3	4.2.3	4.2.2	4.2.1	4.2	4.1.1
4.1	4.0	3.7.2	3.7.1	3.7								

2. CELLULAR EXPERT MAINTENANCE TERMS

Cellular Expert software goes through three lifecycle phases: General Availability, Extended Availability and Retired. Software and technical support for each phase is described below.



General Availability

For products in the General Availability phase, customers can expect the following:

Software support.

- Software patches or hot fixes
 - Provided to customers to resolve significant issues discovered in the product release. Significant issue means, when software behaves differently than described in the documentation.
 - Cellular Expert company will use commercially reasonable efforts to provide solution to a technical issue or provide a workaround, but Cellular Expert cannot guarantee that all technical issues can be fixed or resolved.
- Certify against the latest ArcMap versions. When a new version of the ArcMap is released, Cellular Expert company will provide a compatible version for it.

Technical support.

- Phone or email support.
 - During the working days, the response time for the software defects is no later than 48 hours after a written (e-mail) notice, or verbal enquiry, it depends on the form of the enquiry.
 - The enquiries, which have been received later than 5 pm (Eastern European Time Zone: GMT +02:00) or during the weekends (Saturday and Sunday) are responded no later than 48 hours starting from the next working day.
 - Maintenance performance time is from 8 am to 5 pm (Eastern European Time Zone: GMT +02:00) each workday (from Monday to Friday).
- Customers can use Cellular Expert company helpdesk system to find answers to questions and solutions to technical issues. <https://cellularexpert.freshdesk.com/support/home>

Extended Support

Once a product enters the Extended lifecycle phase, customers can expect the following:

Software support.

- Software patches or hot fixes
 - Provided to customers to resolve significant issues discovered in the product release. Significant issue means, when software behaves differently than described in the documentation.
 - Cellular Expert company will use commercially reasonable efforts to provide solution to a technical issue or provide a workaround, but Cellular Expert cannot guarantee that all technical issues can be fixed or resolved.

- Will not certify against the latest ArcMap versions. When a new version of the ArcMap is release, Cellular Expert company will not provide a compatible version for it.

Technical support.

- Phone or email support.
 - During the working days, the response time for the software defects is no later than 48 hours after a written (e-mail) notice, or verbal enquiry, it depends on the form of the enquiry.
 - The enquiries, which have been received later that 5 pm (Eastern European Time Zone: GMT +02:00) or during the weekends (Saturday and Sunday) are responded no later than 48 hours starting form the next working day.
 - Maintenance performance time is from 8 am to 5 pm (Eastern European Time Zone: GMT +02:00) each workday (from Monday to Friday).
- Customers can use CE CO helpdesk system to find answers to questions and solutions to technical issues. <https://cellularexpert.freshdesk.com/support/home>

Retired

Once a product enters the Retired phase, the product will no longer be available for purchase and customers can expect the following:

Software support.

- Will not provide any patches or hot fixes to customers to resolve issues discovered in the product release.
- Will not certify against the latest ArcMap versions. When a new version of the ArcMap is release, Cellular Expert company will not provide a fix for Cellular Expert software.


Extended support.

- Phone or email support will not be available.
- Customers can use Cellular Expert helpdesk system to find answers to questions and solutions to technical issues. <https://cellularexpert.freshdesk.com/support/home>

Premium Support Service may be offered.

3. MAINTENANCE SCOPE

- Scope of technical support and software support.
 - During the Maintenance term, Cellular Expert software technical support and software support will be provided corresponding to the respective life cycle phases.
 - Cellular Expert company does not provide technical support and software support for Cellular Expert software sample applications, patches received outside of a life cycle; third-party software, hardware, that are not provided by Cellular Expert company.

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- If Customer needs help with a technical issue, then Customer can contact Cellular Expert company by phone, e-mail or web form. Information about the defect should be registered in helpdesk at <https://cellularexpert.freshdesk.com/support/home> or send via e-mail support@cellular-expert.com with the identified product name in the subject line, or may be submitted by phone: +370 5 2150575.
 - Cellular Expert company has created a self-help support website for Customers to submit technical issues. Cellular Expert company helpdesk web site can be reached here: <https://cellularexpert.freshdesk.com/support/home>
 - Customers may contact Cellular Expert company as many times as needed. All request for technical support must contain detailed information about the technical issue. Customer must be prepared to provide as much of the following information as possible:

Full company's name;

Contact person and his telephone number;

Name and version of the Cellular Expert software and ArcMap;

The operating system being used, it's version, installed service pack;

If the data base is used, then its name and version should be identified as well as installed service packs

An adequate mistake and problem description;

Steps, that are necessary for repeating the mistake.

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