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1.1. “Authorized Technical Contact” means the individuals identified by Licensee in writing for purposes of submitting Software Support requests, receiving notifications from Perforce, including, without limitation, notifications for reporting Issues and providing updates, and collaborating with Perforce to resolve Issues.

1.2. “Critical Problem” means an Issue where an entire group is either prevented from performing critical tasks in the Software, or the basic functionality of the Software fails to work without an immediate workaround. The following symptoms are examples of a Critical Problem: (i) the failure of the Software’s engine following a server upgrade; (ii) denial of access to the server where the Software resides; or (iii) the failure to recover the Software’s server data after a hardware failure or crash.

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2.1. All reports of possible Issues in the Software must be communicated to Perforce by Licensee’s Authorized Technical Contact(s) either by logging a support ticket with the Methodics Service Desk, or by calling Perforce at +1 (612) 517-2100.

2.2. Perforce shall exercise all reasonable efforts to respond to all such communications within one (1) business day of receipt, unless the Issue is a Critical Problem, in which case Methodics will respond within twenty-
four (24) hours and will work with Licensee until such time as the Critical Problem is resolved. Perforce shall use all commercially reasonable efforts to resolve all Issues reported by Licensee with a permanent solution or a temporary workaround that solves a reported Issue.

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3.2. Perforce will provide patches for the latest server Releases and earlier server products for two years after the Software’s initial availability.

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4.2. On-site consultation at Licensee’s location, if requested by Licensee, and subject to availability of Perforce’s technical staff, will be provided at Perforce’s then-current standard rates plus reasonable associated expenses.