



SIN 132-34 Cradle Maintenance

Manufacturer: 3SL
Manufacturer Part Number: CR-MAINT

Cradle maintenance services are provided under a 3SL End User Maintenance Agreement (EUMA) available on request from 3SL.

For GSA, maintenance is charged at **17.5%** of the list price for all software modules, per year, annually in advance and is mandatory for the first year. Maintenance is optional for later years. Cradle licenses are perpetual and so continue to be usable even if maintenance is not active.

The charge for maintenance for non-GSA customers is 18%.

Maintenance provides:

- Unlimited technical support
- All software updates, upgrades and new versions
- Ability to log support calls via telephone, fax, e-mail
- Ability to log support calls via the 3SL website
- Ability to track the progression of support calls through the 3SL website