

Applied Technology Group **Free Technical Support Agreement** **Terms and Conditions**

Applied Technology Group offers the following support services to you upon the condition that you accept all of the terms contained in this document. Your creation of a support case indicates your assent to be bound by the terms set forth herein.

Contacting ATG Technical Support Department

Phone – 1-800-935-4894

Email – support@appliedtg.com

Applied Technology Group provides Autodesk Technical Support to all of our Autodesk Subscription customers with an active Subscription contract only. If you do not have an active Subscription with Applied Technology Group, or your Subscription is with another reseller, ATG offers these terms for an \$85-per-incident, pre-paid fee.

There is no limit on the frequency or length of support inquiries. Support is available from 8:30 am – 5:30 pm, PST Monday through Friday, excluding noon to 1:00 pm for Lunch and holidays. There will be no support assistance on weekends or holidays and such non-supported days will not be counted for the purpose of response time.

What is covered?

ATG warrants that it will use reasonable efforts to provide technical product support per the terms of this Agreement. ATG does not warrant that it will be able to answer all of Customer's questions about the Product as utilized by Customer for Customer's business or personal purposes, or that ATG will be able to suggest solutions or workarounds for all difficulties or errors encountered by Customer. Under the terms of this Contract, ATG will provide support assistance in the areas of:

- Product behavior versus documentation specifications
- Error messages
- File corruption diagnosis
- Autodesk product interoperability
- Data migration between product releases
- Installation
- Network deployment
- Security and administrative settings
- File import/export types and variables
- Database connectivity
- License Manager

What is NOT covered?

In-depth product training, implementation services, and product customization services will not be provided under the terms of this Contract. ATG will provide support assistance where the product is installed on a supported operating system and the workstation meets the minimum system requirements as described in the product documentation. No representation is made, and no guarantee is given that ATG will be able to answer questions posed by Customer regarding hardware, operating systems, networks, or software written by other manufacturers or authors.

Here are a few examples of what content is not covered vs. what is covered by support:

<i>NOT COVERED</i>	<i>COVERED</i>
How do I create a network deployment of the software?	I've attempted to create a deployment for my software and when I execute the installation from the client machine nothing happens.
How do I create DWF file?	I receive a fatal error when I plot to a DWF file
How do I create viewports in paper space?	Performance is very slow when creating viewports in paper space.
<i>NOT COVERED</i>	<i>COVERED</i>
How do I edit and customize my workspace menus?	After the program launches I receive an error message "Customization file load failed: file not found" In addition, most of the menus and icons are missing.
How do you export text from Revit into AutoCAD	Text that looks fine in Revit runs off the sheets in AutoCAD, what can I do about it?
Can you walk me step by step to install my software	I've attempted to reinstall the software and an error message occurs: ERROR 1406. could not write value to key....verify you have sufficient access to that key
How do I create a stacked wall	I've attempted creating a stacked wall but I can't get two walls to occupy the same vertical space even though they don't overlap horizontally

Questions involving Customization examples that are NOT covered. Example:

I have upgraded to the newest version of the software and now my lisp routine and customized menus no longer work.

Questions involving 3rd Party software are NOT covered. Example:

I've installed a utility created from TechSmith. The menus and toolbars appear on my workspace, but the commands do not function.