

Terms & Conditions

Remote Response during Business Hours: Respond to clients by telephone if there is a problem in using the software and survey the problem from 8:30 am to 5:30 pm.

Remote Response During Off Hours: Respond to clients by telephone if there is a problem in using the software and survey the problem from 5:30 pm to 8:00 am. Every respond from this kind, has its own cost.

Periodic Visits: Attendance in client's site for controlling and examining the system (client/server)

Providing Backups from Software and Data: An automatic mechanism for providing backups from all the system's data and information.

Maximum Time for Fixing Important Bugs: The maximum time in which the company will guarantee fixing the important bugs after being informed.

Maximum Time for Fixing Ordinary Bugs: The maximum time in which the company will guarantee fixing the ordinary bugs after being informed.

Consulting via Telephone: Consulting in various contexts due to clients need:

Attendance in Place: If a problem occurs in the system and wouldn't be fixable remotely, an expert from company refers to the place and survey the problem in client's site.

Bug: Every problem which exists or occurs in current abilities of the system. Any deficiency in system related to the existent features is called a bug.

Critical Bug: Every critical problem which stops the system from working. Based on quality control process of the company, it wouldn't be any important bugs in system.

Important Bug: Every problem which stops the system from working in a specific part which is important for client.

Ordinary Bug: Every problem which isn't critical or important