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XJ Technologies Company Ltd

www.xjtek.com

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"Upgrade": Movement to a new Release of the Software.

"Problem Priorities": XJ uses three problem priority levels to indicate the impact and importance of problems as follows:

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- a) High - Problem with no workaround solution that affects multiple users at one or more sites. 1st priority repairs for next release
 - b) Medium - Problem with a workaround solution
 - c) Low - Problem with little customer impact.

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- b) Upgrades,
- c) Error Correction services,
- d) Help Desk services. Help desk services will also be provided for the Release immediately preceding XJ's current, commercially available Release of the Software, including any Updates or Upgrades thereto.

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- b) Use reasonable efforts to maintain hardware and software in good working order, and
- c) Document all relevant information on operating conditions that XJ's Software Services personnel may reasonably require to reproduce a suspected software error and diagnose the problem.

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5. XJ Help Desk Information

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