

GECS Developer Program Subscription

Product Fact Sheet

Cost:

\$1,495 per year / per developer

Subscription Includes:

- The DirectGECS Software Development Kit diskettes and documentation.
- 3 telephone support incidents.
- Unlimited email support.
- Periodic updates to the DirectGECS SDK (enhancements, fixes, and upgrades for compatibility with new GECS versions).
- License to distribute DirectGECS, GECSAPI.DLL and GECSAPI32.DLL files to licensed users of GECS.

Add-ons:

Subscribers may purchase additional telephone support incidents for \$195 each, or 3 for \$500.

Support Procedures:

Support Phone number: 219-942-9544
Support Email address: ecstech@vinsoft.com
Support Hours: 8:00 am to 5:00 pm Central Time Monday through Friday, excluding holidays

Typical Response Times:

- Telephone support: Return call within 4 business hours.
- Email: Response within 2 business days.

NOTES:

A Developer Support PIN and available incident are required to obtain telephone support.

A valid subscriber name and company must be provided in email messages to obtain email support.

Incidents are associated with a specific problem and are not tied to the number of phone calls or other contacts required to resolve the problem.

An incident is added back if the support call is the result of an undocumented bug.



www.globalecs.com

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