

C-Kermit Support Contract

CUSTOMER: _____ EFFECTIVE DATE: _____

YEARS (1 OR MORE): _____ PAYMENT (\$1000 PER YEAR): _____

Upon receipt of payment, this contract is effective for specified number of years beginning with the date shown, and for each year thereafter for which payment is received. The annual fee is \$1000 USD. The terms are as follows:

- The C-Kermit support contract is for companies, government agencies, and other organizations using C-Kermit internally. It does not confer the right to distribute C-Kermit to customers or clients; for that a [LICENSE](#) is required.
- You (the CUSTOMER) must be using an up-to-date version of C-Kermit. At present, the minimum version is 8.0.200, released 12 Dec 2002. When and if new versions come out, and you are still running an older version, we will be entitled to ask you to upgrade to the current one before attempting to address any problems.
- File transfer problems that occur with 3rd-party clients such as Procomm will not be considered problems if they do not also occur with Kermit Project clients such as Kermit 95 (on Windows 95/98/ME/NT/2000/XP), MS-DOS Kermit (on DOS or Windows 3.x), C-Kermit on UNIX or VMS, etc.
- Host configuration is your responsibility; support in this area does not come from us, at least not beyond the hints that are offered in the release notes.
- Support is provided to a single point of contact, the Technical Liaison, at your organization. Users within your organization should go through the Technical Liaison; that is, this support contract does not entitle all employees of your organization to direct one-on-one technical support from us.
- The support contract does not include training for installation or basic usage. It is assumed that your organizational Technical Liaison is familiar with C-Kermit, Kermit file transfer, and the host computer configuration, and can provide your users with documentation and training.
- The contract does not include custom development.

Within this framework, we (COLUMBIA) will support C-Kermit as follows:

- We will answer Kermit-related questions from the technical liaison.
- When C-Kermit does not work as advertised, we will provide appropriate guidance, workarounds, patches, or fixes in a timely manner.
- In case the host environment changes under C-Kermit in such a way as to render it inoperative, we will make our best effort to update C-Kermit accordingly, given the necessary information and access.

Our preferred mode of communication is e-mail to:

kermi t-support@columbi a. edu

This allows us to marshal the appropriate people in the shortest amount of time, and to maintain continuity and context.

CUSTOMER CONTACT INFORMATION:

SIGNATURES:

FOR THE CUSTOMER:

Date: _____

FOR COLUMBIA UNIVERSITY:

Date: _____

Return with payment to: The Kermit Project • Columbia University • 612 West 115th Street • New York NY 10025 USA
kermit@columbia.edu / • <http://www.columbia.edu/kermit/>