



aACE Software Service & Support Policy

Self-Service Resources

aACE Software offers an ever-growing knowledgebase of [self-service help guides](#) and frequent [webinars](#) free of charge. Help guides cover basic and advanced out-of-the-box functionality, while webinars also offer the chance to pose questions to an engineer. We recommend taking advantage of these free resources.

Types of Service

Maintenance Service

Troubleshooting and resolving bugs that fall under our Bug-Free Guarantee is considered Maintenance Service and is covered by your aACE Software Maintenance subscription. Please see our [aACE Software Maintenance Program](#) for additional information.

Routine Service

Routine Service includes development, planning and review meetings, specifications documentation, how-to questions and training, data migration and data updates, project management, and so forth. Service is sold in pre-paid blocks of hours. The necessary balance of service hours must be available in advance of service being scheduled. Routine Service is billed in one-minute increments.

Expedited Service

Any request that must be performed on a rush basis is considered Expedited Service and is subject to our Expedited Service Rate regardless of the nature of the request. Expedited Service hours are invoiced separately; Expedited Service does not draw from your balance of pre-paid Routine Service hours. Expedited Service is billed in one (1) hour increments, with a minimum of one hour for each day that Expedited Service is required (e.g. a request that requires 45 minutes of service one day and 15 minutes of service the next day will be billed as 2 hours of service). Our current Expedited Service Rate is \$300/hour.

Emergency Service

Any request that must be performed on an urgent basis is considered Emergency Service and is subject to our Emergency Service Rate regardless of the nature of the request. Emergency Service hours are invoiced separately; Emergency Service does not draw from your balance of pre-paid Routine Service hours. Emergency Service is billed in one (1) hour increments for each day that Emergency Service is required (as described above for Expedited Service). Our current Emergency Service Rate is \$400/hour.

Requests for Service

Maintenance and Routine Service

Requests for non-emergency service must be made by emailing support@acesoft.com. This will create a ticket in our customer support system. Our customer support system allows us to direct tickets to the appropriate parties and otherwise efficiently manage your requests.

You will receive an automated acknowledgement upon submitting your request to support@acesoft.com. If you do not receive this acknowledgement, please check your Spam or Junk mail folders. Whitelist the sender if you find the acknowledgement. Otherwise, resend your original request. If the problem occurs again, please contact your account manager at aACE Software directly for assistance.

An aACE Software support specialist will review your request, acknowledge it, and traffic it to the appropriate party, typically within one full business day.

Attention: Requests received via channels other than our official customer support system are *not* guaranteed a response (e.g. phone calls or emails to addresses other than support@acesoft.com).

Expedited Service

Requests for Expedited Service must be made by emailing support@acesoft.com. Please note in the body of the request that it should be handled on a rush basis. Any request designated for Expedited Service will be billed at our Expedited Service Rate (as described above).

Emergency Service

If you encounter an urgent, work-stopping problem, please submit your request by emailing urgent@acesoft.com. This will distribute your request to the mobile devices of key support personnel. Any request sent to this address will be billed at our Emergency Service rate (as described above). There is a one-hour minimum charge for the day the request is received for any request sent to this email address.

Scheduling Service

Maintenance Service

Bug reports for out-of-the-box aspects of the software are typically investigated within two (2) business days unless they are work-stopping or destructive, in which case they are investigated within one (1) business day. We resolve bugs as quickly as possible once reported.

Routine Service

How-to questions are typically addressed within two (2) business days. Please note that we presume billing authorization for responding to how-to questions. (See Authorization for Service below.)

Routine Service other than how-to questions is scheduled on a first-come, first-serve basis. How quickly service can be performed is a function of the availability of the required personnel. Please note that our engineering / development team members are typically fully booked three (3) to eight (8) weeks from the current date.

You may arrange for pre-scheduled development on a recurring basis (e.g. 5 hours every third week of every month) by signing up for an Ongoing Service Agreement.

Expedited Service

Any request that must be rushed is considered Expedited Service and is subject to the Expedited Service policy above. We will work with you to coordinate the earliest possible date for work. Work that must be performed in the immediate future is considered Emergency Service.

Emergency Service

Any request that must be addressed in the immediate future is considered Emergency Service and is subject to the Emergency Service policy above.

Authorization for Service

Requests for how-to service – which generally require less than 30 minutes of support time – and for Emergency Service are presumed to be authorized if sent by someone at your organization. It is your responsibility to make all of your users aware of our service policy and to manage requests for service accordingly.

Requests for other kinds of service (e.g. development, training, data migration, etc.) will follow the protocol established by you and your aACE Software support personnel.

Updates to Service and Support Policy

aACE Software reserves the right to change the terms of this policy. This policy was last updated on February 12, 2024.