



OpenTTCN Software Maintenance  
for OpenTTCN Tester 2010

Product Description

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**Version 4.0.2**

# PRODUCT DATA SHEET

## OpenTTCN Software Maintenance

OpenTTCN Software Maintenance allows you to keep your OpenTTCN software up-to-date by receiving all updates and error correction releases published during the maintenance period, as well as it allows you to report an unlimited number of incidents related to software errors in OpenTTCN software.

### Content of maintenance service<sup>1</sup>

- Submitting an error report incident about found error in the supported OpenTTCN software using self-service portal or by e-mail for correction by OpenTTCN engineers,
- Updates and error correction releases to the software, and
- Includes a free of charge software version upgrade from OpenTTCN Tester 2010 (version 4) to OpenTTCN Tester 2011 (version 4.1) within the 2011.

### Service level, service hours, and contacts

- Processing of error report starts within five (5) working days,
- The processing of error report continues during the normal working hours,
- Software Maintenance has a single administrative contact for renewal and single technical contact for requests.

### Availability

- Available for OpenTTCN Tester 2010 product,
- The maintenance service applies to the newest version of the software.

For purchase of OpenTTCN Software Maintenance contact [sales@openttcn.fi](mailto:sales@openttcn.fi).

### OpenTTCN Software Maintenance options

Software Product	Number of simultaneous Users	Software Product Codes	Maintenance Product Code
OpenTTCN Tester 2010 (node-locked license)	n/a	OT-TS-2010	OT- TS-2010-MNT
OpenTTCN Tester 2010 (12 months subscription)	n/a	OT-TS-2010-S	included to subscription
OpenTTCN Tester 2010 (concurrent use license)	1	OT-TS-2010-CU1	OT-TS-2010-CU1-MNT
	5	OT-TS-2010-CU5	OT-TS-2010-CU5-MNT
	10	OT-TS-2010-CU10	OT-TS-2010-CU10-MNT
	25	OT-TS-2010-CU25	OT-TS-2010-CU25-MNT

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<sup>1</sup> Detailed OpenTTCN Software Maintenance terms are available in the OpenTTCN Software Maintenance Agreement version 4.0. Detailed licensing terms for OpenTTCN Tester 2010 are available in the OpenTTCN End-User License Agreement version 4.0. OpenTTCN Terms and Conditions of Sale 2009-1 apply for the quotation, acceptance of purchase order, and provision of OpenTTCN Software Maintenance.