



Maintenance and Technical Support Plan for LENA Pro Software

Summary:

As a researcher, you have enough on your plate without worrying about your LENA Pro Software running smoothly. Should you run into a problem, our Technical Support team will be ready and waiting to get you back on track. Protect and streamline your research with this invaluable support – and continue moving forward.

Features:

Technical Support

- Unlimited technical support by phone or email
- Direct access to LENA's dedicated technical support team
- Guaranteed response within 24 hours, Monday through Friday

Free Software Updates, which include

- Enhancements to the software processing algorithms – providing more and better data for your analyses
- Improvements and additions made to the normative database
- Ongoing software development to help ensure that LENA will continue to run smoothly on your Microsoft operating system
- Feature additions to reports and roll-over data

Free Software Training

- Access to Professional Development Training on our website
- One hour of live webinar training conducted by our Professional Development team

Maintenance and Technical Support is a required purchase for your first year of software use and is included in the total price of the system. (Software and support can be billed separately, if needed.) You're not required to purchase another year of Maintenance and Support after the first year. If, after the first year, you decide not to purchase Maintenance and Support, any technical assistance will be charged at an hourly rate.

Not included: Software Upgrades are not included in the Maintenance and Support package. An upgrade is defined as a major new release, such as moving from a LENA version 2.0 to version 3.0.