

## 2. DEFINITIONS

- a) "**Software**" means Customer's Software that is used by the Users and supported by the Contractor.

The Software runs on computers and devices equipped with, but not limited to, Windows, OS X, IOS, or Android operating systems. Software is used with, but not limited to, widely available web browsers or proprietary applications like Internet Explorer, Firefox, Chrome, Safari, or platform-based applications like iOS Apps, with no known compatibility issues.

- b) "**User**" means the individual that uses the Customer's Software and is eligible to use the Service.
- c) "**Request**" means any inquiry submitted by means of email or telephone by User to Contactor for processing.
- d) "**Load**" means a number of individual Requests per a given period of time.
- e) "**Knowledge base**" means a structured set of information provided by Customer to Contractor and used by Contractor to resolve Requests from Users.
- f) "**Helpdesk System**" means the software system facilitating easy storage and retrieval of User's Requests.
- g) **Request types**

<b>Problem</b>	Means the situation that is treated or considered by User as a software malfunction.
<b>Advice Request</b>	Means a User Request for instructions on Software use in order to fulfill their tasks.
<b>Improvement Request</b>	Means a User Request for any additional features not implemented in the current release.