

Support Services Overview

Protect Your Investment

Customer support is a vital part of the CATALYST experience. Our mission is to exceed our customer's expectations of a geospatial software and solutions provider. We promote a customer-first environment to deliver rapid, accurate and personalized responses, proactive communication, and clear, concise solutions for all types of support requests.

To help you maximize the return of your investment, we offer service designed to meet your business needs.

Support Services

CATALYST is proud to offer services over and above most company's basic support packages. This includes the following:

- Direct, personalized support via phone, email or online
Monday to Friday, 8:30 AM to 5:00 PM Eastern Standard Time (weekends and Canadian holidays exempted).
Countries outside of North America are serviced through our extensive reseller network. For support you have the choice of either working with your designated reseller or directly with PCI Geomatics customer support. The choice is yours.
- Free license transfer from UNIX to Windows, Windows to Windows, or UNIX to UNIX
- Service in English, French and Spanish
Technical personnel, fluent in French or Spanish are available upon request.
- Guaranteed 24-hour response.
- On your desktop support during interaction with technical support
Support technicians will view the application(s) on your desktop to effectively guide you through corrective procedures.
- Urgent fix escalation
Provides a fix for your problem before the provision of the next official update.
- Escalation management
We will provide frequent updates on the progress of all urgent issues that you bring to our attention.
- Quarterly software updates are available via download and can be mailed upon request.
Updates and releases are provided on the official date of release.

Included Service

With every purchase of a CATALYST product, you will receive:

- Thirty (30) days of free full support service from the day the order is placed with CATALYST.
The offer of thirty (30) days free support is non-transferable and cannot be carried forward if left unused. Unlimited installation and license guarantee assures successful installation of the current version of CATALYST software. This means that regardless of whether or not you have

opted for full support service, you retain access to the support team for licensing and installation issues in reference to the latest version of our software.

We cannot guarantee an immediate response to, or resolution of, issues pertaining to older versions of the software but will attempt to assist in solving them in a suitable timeframe. In the case of outdated older software versions for which we can no longer provide support, we reserve the right to indicate that to the customer, in writing. An appropriate offer to upgrade will be made through your sales representative.

- A Customer Service Report can be submitted by either completing our online Web-Report Form or by reporting the problem in writing, via email. We will endeavor to assess the report and work with our development team to fix the problem. However, an immediate response is not guaranteed if not covered under the terms of a service agreement.
- Access to public resources on the CATALYST website is available to all customers. This includes frequently asked questions, tutorials, models, technical tips and any other public resources.

Additional Notes

- Releases and updates are provided for the current operating system and future versions are dictated by the market.
- Older versions of a given operating system may not work with newer versions or updates of the software.
- We do endeavor to be relevant to the marketplace for any supported operating system.
- CATALYST reserves the right to discontinue support for any given operating system. In such case, we will provide the user with a one (1) year notice of intention to discontinue the operating system with an appropriate license transfer to a supported platform. A multi-year service agreement does not supersede this condition.
- For third party products the update/maintenance policy of the individual vendor(s) applies.

Contacting Support

For technical support and licensing we can be reached by phone, email, or online.

Hours of operation are 8.30 am to 5.30 pm Eastern Standard Time, Monday to Friday (selected holidays excepted).

When contacting support please remember to:

- Check the Software Updates to ensure that you have the latest fixes and updates.
- Have the following information available:
 - ✓ Customer Number
 - ✓ Company Name
 - ✓ Primary Contact
 - ✓ Operating system
 - ✓ Your Software version
- Include a detailed description of the problem, data set being used, and steps needed to reproduce the problem. You can include any screen grab that would be helpful and attach or send the file in question. The more information that you can provide us; the faster we can resolve the problem.

3 Ways to Reach Us



Email

Send your detailed technical issue to our expert team via email.

Customer Service & License Requests: support@catalyst.earth



Phone

Call us anytime direct at: 905 764 0614



Online

Expert technical support is only a click away with our convenient online form.

Visit: <https://catalyst.earth/customer-center/support/>