Scientific Software International Inc.

Technical Support Policy

SSI offers technical support service via email. This service is only available to:

- Registered end users holding active rental or paid perpetual licenses;
- End users with active SSI Live™ Standard, Commercial, and Operational subscriptions;
- Other users that SSI designates with written confirmation.

Extended SSI Live™ Trial licenses offered as an educator benefit to an instructor do not qualify for technical support. Academic site licenses also do not qualify for technical support.

In all cases, please provide the product version number and your software serial number (CD key) or SSI Live™ <u>user license master key</u>, as failure to do so will impact our ability to be of assistance. The screenshot below indicates how you can find your SSI Live™ license key (Sign into your account at ssilive.com – Click Licenses – Click Manage).

This scope of service applies to problems in using the software (e.g., a program fails to import a data set correctly or crashes without producing output) and does not include statistical consultation (e.g., how one should interpret the coefficients in a table).

If you require statistical consultation service, Vector Psychometric Group, LLC's Consulting Division would be pleased to be of assistance. Contact the VPG Sales desk at sales@vpgcentral.com for more information.

For technical support for any SSI product please email support@ssilive.com or submit a request via our support portal.