

What are support's business hours?

10:00 a.m. – 7:00 p.m. GMT+3 (Daylight Saving Time) or GMT+2 (Standard Time) from Monday to Friday excluding official Ukrainian holidays. The Technical Support Services outside these hours may be provided for an additional fee at rate of **\$150.00** per hour and must be arranged for ahead of time.

You can find more information about support and maintenance terms and conditions in **Appendix 3. Support Services Addendum** to [Software License Agreement](#).