**Software Support Agreements**

**Introduction**

A software support agreement is a contract between the software provider and the customer, outlining the terms of support provided for the software.

**Purpose**

The agreement specifies the level of support the software provider will offer and the scope of support services.

**Service level agreements**

The agreement outlines service level agreements (SLAs), including response times, resolution times, and availability.

**Support channels**

The agreement specifies the support channels available to the customer, such as phone, email, or chat.

**Support hours**

The agreement specifies the hours during which support services will be available.

**Responsibilities**

The agreement outlines the responsibilities of the software provider and the customer in providing support services, including any requirements for the customer to provide access or information.

**Limitations**

The agreement specifies any limitations on the software provider's liability for damages arising from support services.

**Termination**

The agreement specifies the circumstances under which either party may terminate the agreement.

**Fees**

The agreement specifies any fees or charges associated with the support services.

**Governing law**

The agreement specifies the governing law and jurisdiction of the agreement, and includes contact information for the software provider in case the customer has any questions or concerns.