

Product Support Bulletin

February 14, 2017

MineMarket 4.6 Transition from Active to Limited Support, June 30, 2017

ABB Enterprise Software is moving MineMarket 4.6 into Limited Support on June 30, 2017. Limited Support may incur an uplift fee in addition to the current maintenance fees. The uplift is to be allied with your annual maintenance renewal time.

Under Limited Support, customers are entitled to:

- Access to known fixes and updates (created during Active Support) via Service Packs and patch releases
- Access to knowledge bases
- Access to ABB Enterprise Software's online support tools
- Access to Level 2 Support
- Access to Global Professional Services
- Business hour support
- Access to custom maintenance services
- Major software releases

At ABB's discretion through custom agreement and additional fees:

- Updates, fixes, and data fixes for Priority 1