An ACEIT License and/or DMS (distribution, maintenance and support) purchase includes 12 months of the following:

Software Distribution
Tecolote will provide customer with updates, access and distribution of latest software releases, updated inflation indices, and product documentation.

Software Maintenance
Tecolote will provide engineering support to diagnose and resolve errors and to design and develop enhancements for future releases.

Technical Support
Tecolote will provide telephone, email and remote internet support (e.g. Live Meeting) for customer product issues as follows: (1) Issue identification/isolation, and (2) Issue Resolution or workaround identification related to the installation and use of ACEIT products. In addition, Tecolote will maintain and provide access to www.ACEIT.com support website for Support Alerts, Technical Papers, Patch releases, and inflation updates.

What does Technical Support Cover?
Technical support provides assistance with a technical product question, installation problem or software issue. You are not limited to a particular number of contacts with the ACEIT Help Desk.

Active DMS customers will receive notification of all new software versions and these will be made available to the customer. User guides and application-specific help are installed with the software.

Technical support is not meant to be a substitute for training. If a call focuses on how to accomplish/implement a customer/project-specific task in ACEIT, rather than focusing on a specific problem, error code, software issue, or clarification of a feature within the software, then the call is not appropriate for Technical Support. For example, calling to ask for assistance on how to write an equation for a cost element is a question appropriate for mechanics training. If, however, application of an equation and phasing method consistent with training and/or Help text is not performing correctly, please call, email, or submit a Help Ticket online at aceit.com, as this is an appropriate support call.

When is Technical Support Available?
Technical support will be provided in English between the hours of 9:00AM and 5:00PM (EST) Monday through Friday, excluding public holidays. Our Phone Support system uses an auto-attendant, so you will need to leave a message containing your name, serial number and a short description of the problem and a representative will get back to you. It is important to remember that your ACEIT serial number will be required when contacting the ACEIT Help Desk. It can be located under File>Help in ACE.

Which versions of ACEIT are supported?
Technical support is available on the current version of ACEIT (v8.2) as well as previous 8.x versions. We may not be able to help with earlier versions, but we will try.

What does training cover?
We offer 4 primary types of training for users:

Open Seat Training – Hands on computer training in a classroom environment for ACEIT Basic and Advanced topics. Courses are regularly schedule in our Arlington, VA training facility. Course descriptions and training schedule can be viewed at https://www.aceit.com/training-center.

On-site Training – We can deliver any of our standard open courses or can tailor a course from these standard training modules to meet your specific needs.

Self-Paced Training – Provides you with remote tutoring hours with an ACEIT Certified Instructor, instructional videos, a hard copy of our ACEIT training manual and electronic student and results files. You'll go through the material at your own pace

Tutoring & Customized Support - Offered remotely, providing a one-on-one training environment on ACEIT features/techniques to directly solve your specific problems. Through this offering we can provide hands-on training to first-time users in implementing an ACE cost model, help convert Excel (or other) models to ACEIT, provide guidance on how to use the ACEIT API, and provide advanced training on key concepts to make your model sensitive to input parameter changes.

**Technical Support, call (805) 964-6963 x2599
or email ACEIT_Support@tecolote.com**