

IDENTIFICATION

PRODUCT CODE: DEC-8E-UTDEA-A-D  
PRODUCT NAME: TD8E DECTape Copy  
User's Manual  
DATE CREATED: May 1972  
MAINTAINER: Development



DEC-8E-UTDEA-A-D

TD8E DECTape Copy  
User's Manual

SOFTWARE SUPPORT CATEGORY

The software described in this document is supported by Digital Equipment Corporation under Category I, as defined on page iii of this document.

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## SOFTWARE SUPPORT CATEGORIES

Digital Equipment Corporation (DEC) makes available four categories of software. These categories reflect the types of support a customer may expect from DEC for a specified software product. DEC reserves the right to change the category of a software product at any time. The four categories are as follows:

### CATEGORY I

#### Software Products Supported at no Charge

This classification includes current versions of monitors, programming languages, and support programs provided by DEC. DEC will provide installation (when applicable), advisory, and remedial support at no charge. These services are limited to original purchasers of DEC computer systems who have the requisite DEC equipment and software products.

At the option of DEC, a software product may be recategorized from Category I to Category II for a particular customer if the software product has been modified by the customer or a third party.

### CATEGORY II

#### Software Products that Receive Support for a Fee

This category includes prior versions of Category I programs and all other programs available from DEC for which support is given. Programming assistance (additional support), as available, will be provided on these DEC programs and non-DEC programs when used in conjunction with these DEC programs and equipment supplied by DEC.

### CATEGORY III

#### Pre-Release Software

DEC may elect to release certain software products to customers in order to facilitate final testing and/or customer familiarization. In this event, DEC will limit the use of such pre-release software to internal, non-competitive applications. Category III software is only supported by DEC where this support is consistent with evaluation of the software product. While DEC will be grateful for the reporting of any criticism and suggestions pertaining to a pre-release, there exists no commitment to respond to these reports.

### CATEGORY IV

#### Non-Supported Software

This category includes all programs for which no support is given.