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APICAL BUSINESS SOLUTION SOFTWARE

Maintenance & Upgrade Policy

MAINTENANCE

What is Apical Maintenance Program?

The Apical Maintenance Program is designed to increase your value when purchasing Apical software licenses.

As your organization are relying the software to run your business Software Maintenance Program for packaged software is critical. Software maintenance typically provides access to software patches, updates, service packs, technical support, online forums and online knowledge base.

Apical is constantly being improved and enhanced to keep you updated with the latest features. The maintenance program keeps your software current and is the long-term solution to protect your investment.

Apical Maintenance Program

When you purchase Apical Maintenance Pack, you get one year of Apical software maintenance.

Maintenance Period

The maintenance program is an annual subscription program, which provides yearly maintenance coverage immediately upon your enrolment in the program. The day before your enrolment in the program becomes your anniversary date. Example: If you purchase maintenance on October 15, your coverage would start on October 15 and the anniversary date would be October 14 of the following year. Approximately three months prior to your anniversary date, you will be notified and arrangements can be made to ensure your continued maintenance coverage.

Benefits of the Maintenance Program.

Participation in the Maintenance Program entitles customers to unlimited technical support, by phone web, email or fax. Ansoft customers are also entitled to free software updates and special access to patches. Ansoft customers also receive special pricing and loyalty discounts for new products.

Benefits:

1. Unlimited technical support access by phone, email, fax or on the web for the following:
 - a. Advice for fixing problems that arises during the operation.
 - b. Functions Explaining
 - c. Software problems
2. Updates & Patches: Releases of updates and patches will be released automatically to maintenance customers example: version 1.0958 to version 1.0964.
3. Pricing discounts: purchase of new Edition and additional products at a discounted rate.
4. Access to Ansoft Patch Site: customers stay current with any enhancements to our products through regularly updated patch site.
5. Opportunity to provide feedback on Product Feature requests and making them High Priority on the List of Features

Customers without Maintenance

Customers that choose not to purchase maintenance, or to let maintenance lapse need to be aware of the following conditions:

- 1) Your organization will not be eligible for Technical Support until the Apical Software Licenses are covered under maintenance.
- 2) Your organization will have to purchase future software releases and patches at the standard upgrade price
- 3) Your organization will not be eligible to take advantage of the special bonus and Loyalty Offers Ansoft makes from time to time

- 4) In order to purchase maintenance your organization will first have to purchase upgrades to the most current version release i.e. if the most current release is Version 1.0654, you will need to upgrade to Version 1.0654 before you can purchase maintenance.
- 5) A maintenance re-activation fee will be applied to all maintenance purchases, where maintenance has lapsed or expired. The re-activation fee is 10% of the maintenance cost in addition to the cost of the maintenance renewal.

Maintenance Re-Activation

The Maintenance re-activation policy applies to all maintenance orders that are renews or paid for, after maintenance has expired.

The Maintenance Re-Activation fee is 10% of the maintenance cost. If maintenance is renewed, or paid for, after the maintenance expiration date, the 10% Maintenance Reactivation Fee will be applied in addition to the cost of the maintenance renewal. Example: If the maintenance lapsed for 2 years, a 10% maintenance reactivation Fee will be applied in addition to the 2 years maintenance fee.

Technical Support

Purchasing an upgrade does not entitle a customer to technical support beyond the warranty period (90 days)

Future Releases

Purchasing an upgrade does not entitle a customer to receive future releases or patches.

Maintenance

Purchasing an upgrade does not automatically cover the licenses under maintenance. Maintenance must be purchase separately.