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WHAT IS THE ANNUAL MAINTENANCE SUBSCRIPTION (AMS) PROGRAM?

The AMS program is a program that is tailored for MecSoft customers who want to be in the cutting edge of MecSoft's product development process and also avail of the numerous benefits that this program offers to its participants. There is an annual recurring fee that the customer will be charged to become a participant in this program. Customers typically become participants of this program during the purchase of a product license. The AMS program subscription fee will be dependent on product type and configuration. Users can subscribe to the AMS program no later than 30 days past the license purchase.

WHAT DO USERS GET FROM THE AMS PROGRAMS?

Customers who have **active** subscriptions are eligible for the following benefits:

1. Enhanced Technical Support:

    -   Priority e-Mail support.

    -   Telephone support in cases where it is appropriate*

    -   Remote troubleshooting access using remote access tools when appropriate*

    Almost all technical support will be handled by e-mail, except in cases where our support staff determines that it would be more expedient to be handled by phone or by using remote access tools.

2. Annual Releases: At the time of the major release of the CAM software each year, customers will be eligible to upgrade their licenses to enable running the new release at no extra cost

3. Service Releases: Licenses of any product updates released between major releases will be available to AMS customers first and at no additional charge.

4. Free Add-On Modules: From time to time, MecSoft will release modules that are available only to AMS customers. These modules, many of them free of cost to AMS customers, will only function while the maintenance subscription is active,

5. Price Discounts: Licenses of defined add-ons and specific upgrades for said add-ons will also be made available at a discounted rate or in some cases free of charge based on MecSoft's discretion.

6. Premium Forums: Access to a special Premium Forum area (one for each product) which is open only to customers who have an active subscription. Users will have access to the following categories of material through these forums:

    -   Access to monthly training Webinars

    -   Advanced training material

    -   Access to 'how to' videos

7. CAMJam Video Guide: Available only to AMS customers via the Premium Forum mentioned above, this video tutorial guide includes over 100 instructional videos covering the complete functionality of the various modules of our products.

8. Early Visibility: AMS customers will be given access to any Beta Versions that will be made available for evaluating new, major CAM functionality before it is released.

9. Priority development support: Enhancement requests and bug reports from maintenance customers will be given top priority.