

MecSoft Corporation

18019, Sky Park Circle, Suite K-L
Irvine, CA 92614, USA
www.mecsoft.com

PHONE: (949) 654-8163
FAX: (949) 654-8164
E-MAIL: sales@mecsoft.com

1. 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.

2. What do users get from the AMS Programs?

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

1. 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. MecSoft will attempt to release one major upgrade each year.
2. 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.
3. 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.
4. Priority development support: Enhancement requests and bug reports from maintenance customers will be given top priority.
5. Service Releases: Licenses of any product updates released between major releases will be available to AMS customers first and at no additional charge.
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:
 - a. Advanced training material
 - b. Access to 'how to' videos
 - c. Access to free post-processors
 - d. Access to hosted training Webinars
7. Enhanced Technical Support:
 - a. Telephone Technical Support
 - b. Email Technical Support
 - c. Remote troubleshooting access