

# ***PRODAS Maintenance Agreement***

## ***Introduction***

PRODAS Maintenance is a pay for service program that allows licensed users of the software access to a full range of services. These include phone and email support, access to the latest help on the internet and most important, the ability to download updates and enhancements to the software.

## ***Cost and Renewals***

The first year of maintenance is included in the purchase price of the software. Users must renew annually, prior to the expiration date of their coverage to continue access to maintenance services. Maintenance must be purchased for “all” PRODAS software at the customer site. For example, it is not possible to purchase maintenance on one license while leaving 2 other licenses active. Quotes will be sent starting 90 days prior to expiration of the current coverage with reminders at 30 day intervals.

## ***Maintenance Services***

Arrow Tech agrees to provide the following services and benefits to maintenance customers.

1. Telephone and email support available 8:00AM to 4:00PM Monday through Friday.
2. Access to the PRODAS support web site.
3. Software updates to maintain compatibility with current and future operating systems.
4. Enhancements to PRODAS analyses to improve functionality, provide extensions to the analysis capability and to fix bugs that may occur from time to time.
5. Discounts on the purchase of additional software are available to maintenance customers as long as their maintenance coverage remains in force.
  - a. “Multiple seat” pricing is available to maintenance customers. A maintenance customer can purchase an additional license at any time after the initial purchase and receive the multiple seat discount.
  - b. A 15% discount is offered to maintenance customers on new analysis modules. The maintenance expiration date will be adjusted to ensure the customer receives the full value of one year’s free maintenance on the new module while retaining one renewal date for all PRODAS software. This discount becomes active after 1 year of maintenance coverage.

### ***Lapses in Maintenance Coverage***

If a Maintenance agreement is not renewed by the customer then access to all maintenance services will stop. This includes access to help for operating system compatibility issues that come up from time to time as a result of automatic updates to the Microsoft Operating Systems. If a customer desires to reinstate maintenance coverage after a lapse, the following guidelines will be followed:

1. To reinstate maintenance, the customer must pay the normal maintenance cost for the period from the expiration of coverage to the reinstatement date. An additional penalty fee will be charged as follows:
  - a. 5% of the purchase price of the software if the lapse is less than one year.
  - b. 15% of the purchase price if the lapse is one to two years in length.
  - c. 25% of the purchase price if the lapse is two to three years.

**Maintenance will be considered lapsed if not renewed within 45 days of lapse date and penalties will apply at that point. If invoiced within the 45 days grace period and the invoice is not paid within 45 days of the invoice date the penalty will also be applied and maintenance will not be reinstated until the penalty is also paid**

2. Reinstatement of maintenance will not be permitted after a lapse of greater than 3 years. After this time upgrades are only available by purchasing the software at regular prices.
3. The customer is responsible for downloading any updates from our website. If the customer did not download the latest update from our website prior to the maintenance agreement lapsed the latest update available to the customer at the time of lapse will be available for 45 days after maintenance lapse by request to Arrow Tech Associates.