

Dear Customer

Our mission is to continue to increase our software capabilities, but this costs money. Software maintenance is unfortunately a necessary evil, but we believe we have constructed a maintenance plan that is very fair to our users, and will help increase the functionality of our software.

We wanted to provide a brief explanation of how our maintenance plan works.

### **How will this maintenance plan work?**

First of all we want to make it clear that no one will be forced to purchase maintenance. You have purchased InField and received one year of maintenance with the initial purchase of the software. The copies of InField that you have purchased are fully owned by you and your company. We are still committed to answering operational questions of how to use the software.

If you choose not to purchase maintenance you will receive a new password annually that will enable you to use the last version of InField software that was released prior to your maintenance expiration date. As mentioned above we will continue to answer operational questions through support@somat.com.

If you choose to purchase maintenance you will be entitled to download and use the latest versions of InField software provided on our website. A maintenance expiration date will be encrypted in the InField password. When you download and install new versions of InField, the software will look at your password and determine if maintenance has been paid, which will determine if you can use that particular version of InField. If your maintenance has expired, the software will prompt you as to what version can be run with your password.

### **What about bug fixes?**

We've implemented more rigorous testing for each InField release. That being said, we are not so naive to believe that our software won't have minor bugs. When you originally purchase InField, you will receive one year of maintenance free of charge. Within that first year we will address any bugs that may be present in the release of InField that you purchased.

### **What will your cost be?**

The maintenance cost for InField will be \$500.00 per copy of InField, regardless of which modules are enabled with the software. The additional module options are: Frequency, Rosette, and Relative damage, modules, TestControl, and the Fatigue modules.

Please contact your sales representative for a formal quote or for possible quantity discounts.

### **How and when will I get my new password?**

Each year you will receive a new password. Why do we do that? There are a number of reasons why we do this. We realize periodically an extra copy of software is installed on another PC to get the job done. We don't want to hinder you from getting your work done, but we also realize that most of the time that software doesn't get removed from the secondary PC. With annual expiration dates it gives you the piece of mind that you are only using the appropriate number of software licenses that you purchased and helps you realize if there is a need for additional copies. Another reason is to make sure that we stay in contact with the appropriate person and communicate any new releases available from our website.

### **What if I have multiple copies of InField, but I purchased them at different dates?**

We understand that it could be confusing or difficult to have multiple maintenance expiration dates or receive passwords multiple times throughout the year. Please work with your sales agent to arrange the alignment of your password expiration dates. This means that all your passwords will expire on the same date, and we'll make sure to select the expiration date that gives you the maximum amount of time.