



Software Support Agreement Options

The CUES Software Division offers comprehensive support services to fit your needs and budget. CUES Inc. is committed to helping you get the maximum performance and benefit from your software and hardware investments. This document describes the software support programs offered by the Cues Software Division. Software support is provided in three categories based upon the customer's support needs.

90 Day Support Plan

When a customer purchases Granite XP (also referred to as GXP) from CUES, they automatically receive a "90 Day" Support Plan for a period of 90 days following the delivery of the software. This period begins when the software has been installed, activated and the end-users trained on the operation of the software. The 90 Day Support Plan is offered to Granite XP-trained end-users only. These end-users will have completed a training program from a CUES representative. All customer information and contact information will be verified upon receipt of all support calls to the Cues Help Desk. Within the 90 Day Support Plan term, customers may upgrade to the most current version of Granite XP and receive support services as outlined in the Enhanced Support Plan noted below.

Enhanced Support Plan

Customers who experience frequent employee turnover or have multiple crews should purchase the Enhanced Support Plan to ensure productivity and up-time in the field. The Cues Help Desk provides the following services under this annual plan:

The Enhanced Support Plan Includes:

- Telephone support Monday through Friday, 8 AM to 5 PM EST
- Remote Online Technical Support*
- Access to online support services including FAQ's, The Cues Knowledge Base, User Forums and downloads.
- Access to pre-scheduled online training sessions that cover the base product as well as advanced user concepts and best practices.
- Free ongoing software maintenance Release Updates (Decimal Point Updates) available online for download including the latest technical documentation.
- **Free** ongoing 'major version' software Release Upgrades (**Full Point Upgrades**) available online for download including the latest technical documentation.
- Customization services via an online interactive technical support team.

Time period: 1 year, renewed annually

Cost: \$1,800 per Inspection Edition and, or Enterprise Edition

*Certain elements of the support plans require the customer to have internet access

**Plan must be renewed within 60 days after the expiration date to avoid re-instatement fees. Please see Upgrade Policy below.

***CUES reserves the right to determine that a particular technical issue may be caused by a Third Party software vendor, which could require, for example, advanced database administration. In such cases, CUES may escalate this issue to one of its professional services resources at an additional fee structure or refer the issue to the Third Party software vendor for resolution.



CUES offers a Basic 1 Year Support Plan which includes the following services:

Basic 1 Year Support Plan

- Telephone support Monday through Friday, 8 AM to 5 PM EST
- Email and Fax support via gxpsupport@cuesinc.com or via fax at 1-407-425-1569
- Remote Online Technical Support*
- **Free** ongoing 'minor version' software maintenance Release Updates (**Decimal Point Updates**) available online for download including the latest technical documentation.
- Customers who purchase a Basic 1 Year Support Plan and later decide to upgrade to an Enhanced Support Plan, can apply a prorated discount to purchase of the Enhanced Support Plan.

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**CUES reserves the right to determine that a particular technical issue may be caused by a Third Party software vendor, which could require, for example, advanced database administration. In such cases, CUES may escalate this issue to one of its professional services resources at an additional fee structure or refer the issue to the Third Party software vendor for resolution.

Time period: 1 year, renewed annually

Cost: \$1,150 per Inspection Edition and, or Enterprise Edition

Per Incident Support

Customers who do not utilize an Annual support plan have the option to purchase support on an as-needed, 'pay-as-you-go' basis. Must be pre-paid via credit card upon initiation of a trouble ticket via telephone.

Cost: \$50 minimum charge per call for the first hour and \$25/hour thereafter for the same incident.

Granite XP Upgrade Policy

Granite XP (GXP) is a constantly evolving software product. To provide its customers with continuously improved software, CUES has specific upgrade policies and eligibility rules which are tied to the enrollment in a Support Plan. There are two types of upgrades available:

1. "Full Point" upgrades refer to major changes to the software which result in, for example, upgrading from Version 2.0 to Version 3.0.
2. "Decimal Point" upgrades which refer to minor Support improvements, minor feature enhancements, etc., such as upgrading from version 3.1 to 3.2.

When a customer purchases a new version of Granite XP they automatically receive a complementary "90 Day" Support Plan for a period of 90 days following the delivery of the software. The 90 day period begins when the software has been installed and activated with key codes provided by CUES. For customers who will receive on-site, basic operator training, the 90 day period begins on the final day of the on-site training provided by CUES. During the 90 Day Support Plan period, the customer is eligible to receive Full Point upgrades upon request. Additionally, extending beyond 90 Days, the customer is eligible to receive all GXP Decimal Point upgrades at no cost within six months (180 days) of the software license activation date as noted in the CUES Software Tracking System, also defined as the "Enrollment Period". During the six months Enrollment Period, customers are urged to enroll in either a Basic Support Plan or an Enhanced Support plan in order to receive further software upgrades. Existing Support Plan customers must renew their enrollment in either a Basic Annual Support Plan or an Enhanced Annual Support Plan within 60 (sixty) days of the current plan's expiration date to maintain their enrollment in either Plan. Customers who fail to renew their Enhanced Support Plan(s) within the 60 day renewal period shall be charged a re-enrollment fee of \$2,500 per eligible software Edition. The \$2,500 re-enrollment fee for each applicable software edition shall be in addition to the cost of the Annual Support Plan purchased. CUES may notify the Customer that a Support Plan is nearing the end of its term, but it is the sole responsibility of the Customer to keep the Support Agreement current and effect payment to CUES to avoid any possible re-enrollment fee(s). Customers who have not enrolled in a Support Plan may purchase a Decimal Point Upgrade at \$500 per eligible license, or purchase a Full Point upgrade at \$4,200 per eligible license.